

Job Title: Learning & Engagement Specialist I

Job Status: Full-Time

Department: Learning & Engagement

Job Grade: 602

Reports To: Learning & Engagement Manager

Work Setting: Hybrid

Pay Status: Exempt

Date Created/Updated: 11/20/2025

Location: Customer Service Center

Position Summary

The Learning and Engagement Specialist I supports the Learning and Engagement team through independent project ownership and collaborative program delivery that advance organizational learning, workforce readiness, and employee experience. This role leads execution of onboarding and foundational learning initiatives, supports leadership and career development offerings, facilitates training, and contributes to content development and evaluation efforts. The Specialist plays a central role in delivering consistent, high quality learning experiences across the organization.

Essential Duties & Responsibilities

Program Management & Delivery

- Lead execution of onboarding experiences for new employees and employees transitioning into new roles.
- Develop and maintain onboarding resources, toolkits, and communication materials.
- Ensure departments and people leaders are prepared to support effective onboarding and role transitions.
- Coordinate and deliver foundational learning experiences for employees at all levels.
- Support design and delivery of leadership and career development offerings.
- Maintain engagement opportunities and learning communities that extend development beyond formal training.

Training Design, Facilitation, & Reinforcement

- Research, develop, and facilitate instructor led learning experiences with a focus on learner experience and application.
- Prepare training materials, resources, and follow up content to reinforce learning outcomes.
- Facilitate training independently and in partnership with team members, ensuring consistent quality and delivery standards.
- Assist in digital content development, including video and online learning materials.
- Design and implement reinforcement strategies that support sustained application of learning in the workplace.

Evaluation, Data, and Reporting Support

- Ensure consistent collection and entry of data for learning and engagement evaluation.
- Track participation, attendance, and feedback to support impact reporting.
- Support department leadership in maintaining dashboards, surveys, and metrics that communicate impact across the organization.

- Provide timely reports to Learning and Engagement leadership and organizational partners.

Cross-Organizational Engagement Coordination & Support

- Partner with the Learning and Engagement team and other departments to coordinate cross organization learning and engagement initiatives.
- Contribute to planning meetings and program development to ensure offerings align with organizational priorities.
- Support implementation of service standards that ensure excellence in delivery and employee experience.

Professional Development & Team Support

- Stay informed on learning and engagement best practices to contribute ideas and continuous improvement.
- Participate in team meetings, planning sessions, and departmental initiatives.
- Provide backup facilitation and program support as needed.
- Clearly communicate desired opportunities for growth and professional development.

General Responsibilities

- Maintain regular attendance; leave schedule should be managed to not interfere with the ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site, and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers, and the public in general
- Maintain strict confidentiality of business, employee, and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values
- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Learning Design, or a related field.

Work Experience Time Frame: Three Plus Years

Field of Study: Instructional Design or related

Additional years of service may be considered in

Other: Adult Education, Training Facilitation,

lieu of a formal degree.

Certification and Licensure(s) Requirements

- Gallup Global Strengths Coach certification (preferred)
- Experience with Crucial Conversations, Liberating Structures/Participatory Learning, Action Learning, and hybrid training environments is preferred but not required.

Other Minimum Qualifications

- Proven experience in designing and delivering effective onboarding programs and training initiatives.
- Strong understanding of adult learning principles and training methodologies.
- Excellent communication, presentation, and interpersonal skills.
- Ability to work collaboratively with cross-functional teams and stakeholders.
- Strong organizational and project management skills.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

- Proficiency in using Camtasia, Canva, and other video-making tools.

Experience with Machines, Tools, Equipment and Other Work Aids

Printer, scanner, fax, and phone

Physical Demands

Standing: Frequently

- Making Presentations
- Observing Work Sites
- Observing Work Duties
- Communication with Co-Workers

Fine Dexterity: Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

Walking: Occasionally

- To Other Departments/Office/Office Equipment
- Around Worksite

Lifting: Occasionally

- Supplies
- Equipment
- Files

Carrying: Frequently

- Supplies
- Equipment
- Files

Sitting: Constantly

- Desk Work
- Meetings
- Driving

Reaching: Occasionally

- For Supplies
- For Files

Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>				

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: Click or tap here to enter text.

Primary Work Environment: Office EnvironmentOther: Click or tap here to enter text.

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: [Click or tap here to enter text.](#)

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date