



## **POSITION TITLE: Learning Experience Designer**

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**POSITION REPORTS TO:** VP of Workforce Innovations

**LOCATION:** Remote

### **JOB SUMMARY:**

The Learning Experience Designer will be responsible for aligning creative learning solutions with organizational goals and objectives using the latest instructional techniques for exemplary curriculum and instructional design. Responsible for creating compelling and engaging learning activities and designing course content, working with subject matter experts to identify course needs, applying instructional design theories and methods, and utilizing multimedia tools to enhance the learning process. This role works as part of a larger team that is responsible for the conceptualization and execution of a variety of learning experiences, from fundamental performance support tools to large-scale transformation efforts that drive business results.

### **KEY DUTIES & RESPONSIBILITIES:**

- Incorporates theories and methodologies that factor in learning styles when designing instructional learning outcomes.
- Applies instructional design principles, andragogy theories, and methods in designing effective instructional courses.
- Develops and implements new formats and templates to align the design and course flow by integrating strategies, combined video, audio, texts, and graphics.
- Designs, develops, and maintains engaging, competency-focused blended learning programs and strategies.
- Creates interactive presentations, instructor notes, student handouts, assessment tools, and lesson plans to meet customer needs.
- Develops instructional and participant guides as appropriate to training projects.
- Owns the end-to-end design, development, and release of new learning experiences; Apply effective and timely project management tools to handle concurrent projects.
- Enhances instructional design methods with web-based blended multimedia and instructor-led training solutions.
- Conducts research and implements current trends and best practices in curriculum and instructional design models for dual language structuring and overall enhancement of instructional modules within the LMS.
- Provides overall instructional design quality control for all projects through appropriate assessment methods, ensuring the instructional design of content and curriculum meets the learning experience standards.

- Onboards and works closely with subject matter experts through the course development process. Trains others on how to deliver learning material.
- Provides support to subject matter experts on designing aligned curriculum based on current constructivist and andragogical research to meet program needs. Implements feedback from program reviews.
- Provides periodic updates on course development project status, module availability, and needed revisions by using the project management system and other communication methods.
- Ensures that instructional modules follow the approved instructional design format and align with course objectives, competencies, content, activities/tasks, support learning resources, and assessment.
- Establishes personas, learning journeys, and experience maps; brainstorm recommendations and consider how and when technology might be used to create an engaging and practical solution that targets the desired outcomes.
- Designs and develops employee-centered learning experiences and solutions by applying adult learning principles, design thinking, and human-centered design approaches. Learning solutions may span multiple modalities, including self-paced courses, simulations, experiential learning, microlearning, videos, interactive digital learning modules, eBooks, podcasts, job aids, facilitator guides, case studies, infographics, etc.
- Partners with team members across the organization to deeply understand the needs of our employees and managers.
- Demonstrates and actively promotes an understanding and commitment to the MHP Salud's vision, mission, and learning strategy through performing behaviors consistent with our values.
- Champions MHP Salud's learning culture and values and helps cultivate these across the organizations.
- Provides excellent customer service by being professional and respectful in daily interactions and provides timely responses when communicating with others.
- Performs additional related duties and responsibilities as needed.

### **COMPETENCIES:**

Competencies describe the skills, knowledge, and attributes necessary to perform this position, and these competencies should be demonstrated by all staff in this position.

- **COMMUNICATION SKILLS** – The ability to express oneself clearly in conversations and interactions with others. The ability to express oneself clearly in business writing.
- **DELIVERS RESULTS** – Establishes high goals for organization success and personal accomplishment; meets or exceeds those goals; conveys a sense of urgency and drives issues to closure.
- **PROBLEM ANALYSIS AND PROBLEM-SOLVING** – Uses sound or logical judgment to spot and analyze problems, develop alternative solutions, and initiate corrective action.

- **ATTENTION TO DETAIL** – Accomplishes tasks by considering all areas involved, no matter how small; shows concern for all aspects of the job; accurately checks processes and tasks; is watchful over a period of time.
- **PLANNING AND ORGANIZING** – Establishes courses of action for self and others to ensure that work is completed efficiently.
- **TIME MANAGEMENT** – Effectively manages one’s time and resources to ensure that work is completed efficiently.

**COMPANY VALUES:**

- **COLLABORATION** – We foster open and honest communication with our team and partners to advance the mission and strengthen our relationships.
- **RESPECT** - Our organization is strengthened by our shared commitment to each other, the communities we serve, and our thoughtful consideration of differing experiences and perspectives.
- **GROWTH** – We embrace our people’s unique talents and strengths, creating opportunities for them to explore their passions to be their best and grow authentically.

**MINIMUM QUALIFICATIONS:**

- Bachelor’s Degree in Curriculum, Educational Technology, and/or Instructional Design or related field in education and technology required.
- Experience in instructional design and development with a background in learning and instruction, program development, and evaluation.
- Minimum of two (2) years of experience in the area or related field.
- Experience with web-based course management tools and Learning Management System (LMS) Canvas is preferred.
- Ability to pass pre-employment screening to include State, Local, and Federal Law screen, Employment Reference check, DMV records screen, and criminal records screen.

**PREFERRED QUALIFICATIONS:**

- Bilingual proficiency (English and Spanish) highly preferred.
- Three or more years of work experience in the field of instructional design.

**SKILLS/KNOWLEDGE/ABILITIES:**

- Have a growth mindset and stay current on what’s current in learning and development and the industry and business environment in which you operate.
- Comfortable operating strategically and tactically and switching between the two as necessary.
- Superior analytical and problem-solving skills.

- Excellent writing and editing skills with the ability to tell compelling stories through narratives, visuals, and metaphors.
- Ability to navigate ambiguity and remain resilient in a rapidly growing organization.
- Ability to collaborate with subject matter experts, stakeholders, and leaders.
- A self-starter with proven project management experience and the ability to prioritize, manage and complete multiple projects with tight deadlines.
- Strong commitment to quality, organization, and attention to detail.
- Demonstrated capabilities in teamwork, leadership, and judgment.
- Practices human-centered design, Design Thinking, and agile approaches.
- Ability to translate content into a visual multimedia experience, leveraging graphics, motion graphics, audio, and visual design skills.
- Proficiency in designing experiences suitable for deployment in remote delivery training tools such as Class.com, GoToMeeting, LiveMeeting, Adobe Connect, Zoom, WebEx, or Teams.
- Proficient with Learning Experience Platforms or Learning Management Systems (LMS).
- Experience utilizing equipment (such as phone, laptop, tablet) to complete required job functions.
- Proficient using Microsoft Office (Word, Excel, PowerPoint) and comfortable learning new software required for the position as needed.
- Reliable transportation, valid driver's license, and insurance required on vehicle used for work purposes (employee must be listed on insurance).

**JOB CLASS:** Specialized Technical

**POSITION STATUS:** Exempt

**PHYSICAL DEMANDS:**

While performing the duties of the role, the employee is regularly required to speak and listen. The employee is frequently required to sit, walk, and stand; occasional climbing, stooping, kneeling, crouching, and balancing are required. Must be able to lift and move up to 50 pounds occasionally and 10 pounds frequently. Frequent use of eye, hand, and finger coordination enables the use of office machinery. Oral and auditory capacity enables interpersonal communication and communication through automated devices such as phones and computers.

The physical demands of this job are representative of those that an employee must meet to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.

Duties and responsibilities may be added, removed, or changed at any time at the company's discretion, formally or informally, either verbally or in writing.

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I have read and understand this job description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

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Name (Print)

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Employee Signature and Date

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Supervisor's Name (Print)

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Supervisor's Signature and Date