

Position Identification			
<b>Position Title</b>	Organizational Development Administrator		
<b>Position Replace</b>	Learning and Organizational Development Specialist		
<b>Position Level</b>	Employee	<b>Position Code</b>	1481
<b>Pay Band</b>	Exempt Band 2	<b>Revision Date</b>	May-25
<b>Supervisor Title</b>	Manager, Corporate Learning or Manager, People Experience	<b>Sup. Position Code</b>	1996/1662
<b>Additional Requirement</b>	CRC	N/A	
<b>Exclusion Rationale</b>	On File	<b>On-Site Requirement</b>	2 days/ month
<b>Division</b>	People & Culture		

Organizational Description
<p>BC Transit is a provincial crown corporation responsible for the overall planning and delivery for all of the different municipal transportation systems within British Columbia, outside Greater Vancouver.</p> <p><b>Our Mission:</b> Delivering transportation services you can rely on</p>

Department Summary
<p>We believe that every individual has the potential to meaningfully impact their own lives, the organization and the greater community, one interaction at a time. Our commitment to Inclusion, Diversity, Equity, and Accessibility (IDEA), along with fostering positive employee experiences, is at the core of this belief.</p> <p>Organizational development exists to help create the conditions and culture that enable our people to grow, flourish and develop. We strive to create an environment where diverse perspectives are celebrated and where everyone has the opportunity to contribute fully and authentically.</p> <p>We are committed to cultivating a culture of continuous growth and lifelong learning - where curiosity is encouraged, development is supported, and every experience is seen as an opportunity to evolve. By fostering a growth mindset, we empower individuals to shape their own futures, free of bias and judgment, and to thrive both personally and professionally.</p>

## Job Overview

Reporting to either the Manager, Corporate Learning, or Manager, People Experience, the Organizational Development (OD) Administrator plays a key role in shaping a thriving, engaged, and inclusive workplace culture. This role carries a strong administrative focus while supporting the design, coordination, and delivery of programs that enhance employee development, engagement, and inclusion. Each OD Administrator is assigned to a specialized portfolio—Corporate Learning or People Experience—and plays a key role in administration, and implementation. The position is heavily involved in day-to-day administration, including coordinating sessions and logistics, monitoring budgets, reporting, and supporting internal communications.

In addition to these administrative duties, the OD Administrator is responsible for designing and developing internal content and resources tailored to their portfolio. This includes creating blended learning materials (e.g., facilitator and participant guides, presentation decks, and learner tools) or employee experience tools that follow best practices in instructional design, adult learning, and inclusive engagement. The OD Administrator collaborates with internal stakeholders and external partners to ensure programs are accessible, well-promoted, and aligned with organizational values.

## Key Accountabilities and Expectations

Key Accountability	Expectation
<b>Program and Administrative Coordination</b>	<ul style="list-style-type: none"><li>• Coordinates all logistical and administrative aspects of portfolio events, workshops, and programs, including scheduling, registration, communications, attendance tracking, evaluations, and follow-up</li><li>• Develops and implements internal communication plan(s) to support program awareness and engagement, including campaigns, SharePoint content, and divisional updates</li><li>• Partners with internal teams across all levels of the organization to support the implementation of policies, tools, and resources that support People &amp; Culture and organizational development initiatives</li><li>• Manages shared inboxes and inquiries, ensuring timely and professional responses, accurate documentation, and appropriate escalation or follow-up</li><li>• Continuously reviews and improves administrative processes, workflows, and systems to support efficiency, service excellence, and continuous improvement</li><li>• Manages and maintains a master calendar and delivery schedule for all programs</li></ul>

<b>Financial Administration</b>	<ul style="list-style-type: none"> <li>• Tracks and records program and departmental expenses, ensuring timely processing of invoices</li> <li>• Coordinate Developmental Training applications, repayment agreements, and employee training reimbursements, ensuring timely and accurate processing in accordance with policy</li> </ul>
<b>Data, Evaluation and Reporting</b>	<ul style="list-style-type: none"> <li>• Collects, tracks, and maintains performance metrics and participation data to assess program effectiveness and inform decision-making; completes applicable data entry</li> <li>• Prepares reports, key performance indications (KPIs), and presentations to communicate learning and engagement outcomes, engagement trends, and portfolio performance</li> <li>• Evaluates portfolio program effectiveness using surveys, participant feedback, and other data-gathering methods to support continuous improvement and program refinement</li> </ul>
<b>Stakeholder and Vendor Engagement</b>	<ul style="list-style-type: none"> <li>• Builds and maintains productive working relationships with internal stakeholders, external vendors and service providers to ensure seamless program delivery and alignment with organizational needs</li> <li>• Supports promotion and awareness of OD programs and services through communication planning and stakeholder outreach</li> </ul>
<b>Continuous Improvement and Additional Duties</b>	<ul style="list-style-type: none"> <li>• Identifies opportunities to enhance the efficiency, impact, and inclusivity of programs and processes within the OD portfolio</li> <li>• Contributes to cross-functional projects and initiatives within the People &amp; Culture division as required</li> <li>• Performs related duties in keeping with the purpose and accountabilities of the job</li> </ul>

<b>Individual Portfolio Key Accountabilities and Expectations</b>	
<b>Key Accountability</b>	<b>Expectation</b>
<b>Corporate Learning</b>	<ul style="list-style-type: none"> <li>• Supports the administration and design of in-house learning programs, including the Leadership Program and Insights</li> <li>• Designs internal learning content and courses using instructional design principles and adult learning methodologies</li> <li>• Creates blended learning materials including facilitator/participant guides, presentation decks, and learner resources for both in-person and virtual formats</li> <li>• Serves as the primary administrator and subject matter expert for the SAP SuccessFactors Learning Management System (LMS) module, responsible for troubleshooting, maintaining, and configuring LMS functionality. Supports system enhancements to improve user experience and effectiveness, and leads user acceptance testing (UAT) and implementation of LMS updates and new features</li> <li>• Curates and manages third-party eLearning content</li> </ul>
<b>People Experience</b>	<ul style="list-style-type: none"> <li>• Supports all People Experience Programs, including Recognition, Culture &amp; Engagement, and IDEA initiatives, ensuring smooth execution and alignment with organizational goals</li> <li>• Facilitates the development, distribution, and analysis of employee surveys to assess engagement, satisfaction, and perceptions of organizational initiatives</li> <li>• Contributes to advancing the work of committees and employee working groups in a collaborative and inclusive manner by assisting with ad-hoc tasks, follow-ups, communications, minute taking and ensuring timely execution of action items</li> <li>• Coordinates the operational aspects of organizational recognition events including, tracking expenses, developing schedules and work plans, managing event communications, supporting graphic design and presentation preparation, and overseeing event logistics. Serves as the primary liaison between vendors, employee and attendees</li> <li>• Primary administrator and subject matter expert for Recognition Platform, Employee Engagement Survey Platform</li> </ul>

Summary of Qualifications and Job Specific Competencies	
<b>Education</b>	<ul style="list-style-type: none"> <li>• Post-secondary degree in Human Resources or a related field</li> <li>• Additional education in Organizational Development or Corporate Learning would be an asset</li> <li>• Designation of Insights (or other psychometric assessment tool) is an asset</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Three (3) years related HR experience</li> <li>• Demonstrated experience with facilitating to all levels of leadership</li> <li>• An equivalent combination of education and experience may be considered</li> </ul> <p><b>Corporate Learning</b></p> <ul style="list-style-type: none"> <li>• In-person, eLearning, and webinar course design experience</li> <li>• Knowledge of the concepts, practices and techniques of the Human Resources field and familiarity of HRIS and LMS systems (preference for experience with Success Factors) and e-learning technology</li> </ul> <p><b>People Experience</b></p> <ul style="list-style-type: none"> <li>• Experience developing or supporting employee engagement, recognition programs, and/or IDEA-focused programs and culture-building initiatives</li> <li>• Familiarity with conducting employee surveys and using feedback to improve workplace culture</li> </ul>
<b>Key job-specific competencies</b>	<ul style="list-style-type: none"> <li>• Acts with Integrity – Demonstrates integrity and behaves ethically, demonstrates personal accountability</li> <li>• Delivers results – Demonstrates effective work habits, understands and delivers excellent customer service</li> <li>• Enhance and Innovate – Identifies and champions ideas for continuous improvement</li> <li>• Effective time management and organizational abilities required, while completing a high volume of work accurately</li> <li>• Demonstrated initiative, resourcefulness and creativity in problem solving</li> <li>• Demonstrated ability to handle sensitive information related to employee feedback and IDEA initiatives with discretion and confidentiality</li> </ul>
<b>Willingness Statement</b>	<ul style="list-style-type: none"> <li>• Must be willing to travel on an intermittent and as needed basis</li> <li>• The standard hours of work are 37.5 hours per week. However, due to the nature of this position, you may be expected to demonstrate flexibility and commitment to the hours necessary to complete work assignments based on operational/business needs</li> </ul>