

ICMA



Director of Worldwide Learning & Professional Development

ABOUT THE ORGANIZATION

Founded in 1914, the International City/County Management Association (ICMA) advances professional local government through leadership, management, innovation, and ethics. ICMA's vision is to be the leading professional association dedicated to creating and supporting thriving communities throughout the world.

ICMA provides member support; publications; data and information; peer and results-oriented assistance; and training and professional development to over 12,000 city, town, and county managers, their staffs, and other individuals and organizations throughout the world. The management decisions made by ICMA's members affect millions of individuals living in thousands of communities, from small villages and towns to large metropolitan areas. The association promotes and embraces diversity among its members, including a governing board that reflects ICMA's membership and the communities served.



ICMA CORE BELIEFS - WE BELIEVE IN

Public Service: including the stewardship of democratic principles and the efficient and transparent use of public resources

Ethics: as the core of professionalism in local government leadership and management as outlined in the ICMA Code of Ethics

Council-Manager Form of Government and Professional Management: as the preferred local government structure

Equity and Inclusion: ensuring that local governments are inclusive and mirror the diversity in communities

The Continuous Pursuit of Excellence: including professional development, life-long learning, networking, capacity building, knowledge sharing, and engagement

Stewardship: balancing resources including people, financial, social capital, and environmental so that communities are better than we found them

Leadership: developing leadership capacity and attracting and developing future generations of leaders.

To learn more, go to: <https://icma.org/>

GOVERNANCE OVERVIEW

ICMA is a 501(c)(3) nonprofit organization comprised of a 21-member Executive Board that acts in the capacity of directors, overseeing the organization's financial, member-related, and programmatic affairs and selecting the ICMA president. The Board also enforces the organization's Code of Ethics, which governs the professional and personal conduct of the membership. The ICMA Executive Board is made up of the president, president-elect, past president, and 18 vice presidents. Three vice presidents are from each of the organization's five U.S. regions (Northeast, Southeast, Midwest, Mountain Plains, and West Coast), and three are from countries outside the U.S.

The Executive Director oversees all aspects of ICMA, including membership, staff, and implementation of the Executive Board's strategic objectives. ICMA employs approximately 100 full-time staff and manages an operational budget of nearly \$30 million in revenue.

PROFESSIONAL DEVELOPMENT TEAM

ICMA is the premiere professional development provider for local government professionals. While there are many technical training options for specific functions such as GFOA for finance, IPMA or SHRM for human resources, etc., ICMA's professional development programs are designed around the local government generalist or leader.

The Professional Development Team is divided into three main programs:

- Leadership development programs which are designed to provide learning and connection with various segments of ICMA's membership – from early career members to senior managers and include offerings such as Leadership ICMA, Emerging Leaders Development programs, and the Gettysburg and Williamsburg Institutes;
- Online learning which offers members and nonmembers access to webinars, webinar series, online certificate programs such as Effective Supervisory Practices Webinar Series (based on ICMA's bestselling book of the same title) and Local Government 101 and 201 Online Certificate programs; and
- Voluntary Credentialing which offers mid-career and senior executives a way to structure their professional development and earn the ICMA Credentialed Manager designation. This designation is highly regarded and often a "preferred" qualification used in recruitment efforts. There are more than 1,300 ICMA Credentialed Managers in the program.

THE POSITION

The Director of Worldwide Learning and Professional Standards leads the team that provides all learning and professional development opportunities to ICMA members and other local government professionals worldwide. The Director is responsible for supporting the development and implementation of an effective business strategy to deliver an integrated, comprehensive array of professional development and globally focused transformative learning opportunities to meet the needs of ICMA members and other local government professionals at each career stage. The Director has oversight and management responsibility for ICMA University, leadership development, Professional Development experiences associated with the ICMA Annual Conference, training, and workshops, certificate programs, e-learning, webinars, local government training, and credentialing.

The Director also has responsibility to work with ICMA's Chief People Officer and other ICMA teams toward consistent and integrated development and delivery of professional development for ICMA staff.

The Director is a core member of the ICMA Leadership Team and is responsible for meeting the organizational goals and objectives established by the ICMA Board of Directors and developing the underlying strategies and tactics of the Leadership Team. This position will oversee a department of 6 full-time staff members and budget oversight for FY2020 of \$1.6 million.

THE IDEAL CANDIDATE

The Director shall be a strategic and collaborative leader who is skilled at building relationships and partnerships, as well as developing curriculum that is diverse, inclusive, and progressive across a range of different formats, especially distance learning. The ideal candidate shall have successful experience with setting a strategic plan that applies learning theory/models, benchmarks for best practices/trends, maintains knowledge of cutting-edge approaches in the delivery of sustainable learning solutions, as well as executes a business plan to meet financial and programmatic metrics and goals that drive continuous improvement.



The Priorities of Envision ICMA

In 2017, the Executive Board adopted Envision ICMA, the strategic plan that sets priorities and provides a strategic roadmap to guide the organization's activities in the years ahead. The Envision ICMA plan focuses on five key priorities:

- Diversifying and expanding the membership and improving affiliate relationships
- Fostering a worldwide learning community
- Providing thought leadership and a resource network for the challenges local governments face
- Advocating for professional management of local government
- Supporting the growth of ICMA's enterprises through strong governance and operations

CORE COMPETENCIES

- **Industry Knowledge** – Maintains knowledge of new developments in adult learning theory and instructional design, to design and execute innovative programs and services; manages new product development; e-learning, working with the team, consultants, and vendors; ensures successful marketing and promotion of ICMA's professional development programs and products; develops process for measuring and reporting program effectiveness through various assessment methods i.e., testing, evaluations.
- **Character** – humility, high level of integrity; fair, friendly, and diplomatic demeanor; confident and calm under pressure; sound business and political judgment, and unwavering commitment to the vision of ICMA.
- **Communication** – Demonstrates the ability to convey and receive information and ideas in an open, clear, and articulate way with respect to cultural differences and others' perspectives.
- **Customer Focused** – Strives to deliver high quality results and superior service that exceeds expectations while remaining mindful of the needs and perspective both of internal and external customers.
- **Visionary** – Visualizes the organization's future state (structure, culture, leadership, target markets, etc.), criteria for long-term, sustained business success; awareness of the local government field with a mode of being able to be forward-thinking and progressive.
- **Results Oriented** – Improves and sustains superior business performance; develops and follows through on priorities; delegates appropriately; holds people accountable; makes financially-sound decisions; optimizes resources and initiates efficient work processes.
- **Financial Acumen** – Develops, implements, and oversees team

budgets for all professional development programs; monitors and controls expenditures; plans, allocates and monitors resources to ensure efficient utilization of staff and materials to provide quality professional development offerings.

- **Analytical Thinking** – Provides analytical and critical thinking with the ability to solve problems by gathering data, reasoning logically, and drawing valid conclusions, and excellent organizational skills.
- **Inspirational Leadership** – Maintains positive team morale and for mentoring, motivating and coaching staff to achieve team priorities and staff's professional development goals.
- **Collaboration** – Serves as the liaison for both internal staff and external vendors and partners to ensure successful product management, execution and delivery.
- **Adaptability** – Identifies the talent within the organization/ staff and has the ability and willingness to listen and understand another viewpoint and find compromise for the best direction/solution; able to adjust and transition when goals and initiatives change direction.
- **Inclusion** – Fosters an environment that includes diverse backgrounds and listens attentively to understand the needs, perspectives and values of others. Possesses a strong multicultural competency and commitment to diversity, equity, and inclusion.

- **Research/Education** – Creates a culture of learning and growth by striving to enhance and improve the organization by researching what others are doing well, identifying “best practices” and trends in local government; educates on new technologies, processes and management skills to grow efficiently and effectively.

EDUCATION & EXPERIENCE

Master's degree in public administration, public policy, education, training and development, business or related field. Minimum 5 - 7 years of senior level supervisory experience designing and managing professional development programs or equivalent combination of education and work experience. Must understand the professional development needs of local government leaders. A doctoral degree from an accredited university is preferred, and experience working with a professional association and/or university is a plus!

COMPENSATION & BENEFITS

The salary range for this position is commensurate with experience, education and credentials. In addition to the starting salary, ICMA provides an excellent array of benefits.



ICMA Leadership Development Program

THE APPLICATION PROCESS

The final filing date is Monday, July 20, 2020. To be considered, submit a cover letter, list of six work-related references (who will **not** be contacted without notice) to:
<https://executivesearch.cpsshr.us/JobDetail?ID=1667>.

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Resumes will be screened in relation to the criteria outlined in this brochure. Candidates deemed to have the most relevant qualifications will be invited to interview with the consultant, following which, the most qualified candidates will be referred to ICMA for interviews. A final selection will be made upon completion of comprehensive reference and background checks.