

JOB OPPORTUNITY

We are looking for an individual who is accountable, collaborates well with others and works with a service orientation, to join our growing team!
Resumes will be accepted through **December 12th, 2025** (5 PM)

JOB TITLE: LEARNING AND DEVELOPMENT MANAGER
CLASSIFICATION: EXEMPT
GRADE: GRADE 6 (starting pay \$87,410 annually, depending upon experience)
DEPARTMENT: ADMINISTRATION
REPORTS TO: CHIEF FINANCIAL OFFICER
LOCATION: BRECKSVILLE (HYBRID)

About RITA: Our **Mission** at RITA is to provide Ohio cities and villages with a high quality, cost effective municipal tax collection service. We currently serve over 400 cities and villages across the State of Ohio, collecting and distributing more than \$2B of municipal income tax revenue annually, at an average cost in 2024 of just over one cent of every dollar collected. These income tax dollars are crucial to the provision of the public safety, infrastructure and recreational services that make these cities and villages great places to live, work and do business. At RITA, we work hard to fulfill our **Mission** to the Ohio cities and villages we serve and strive to be the best and top choice for municipal tax collection in Ohio.

RITA Benefits: RITA is an OPERS employer that offers low monthly premiums for health benefits for employees, spouses and dependents with no monthly cost for dental and vision coverage. The Agency makes bi-annual contributions to employees' Health Savings Accounts. Additional benefits include paid vacation and sick leave, including for mental health and for time to volunteer, along with 3 personal days provided on the anniversary of the employee's hire date. The initial 3 personal days are provided upon successful completion of the 180-day Introductory Period and then again at the second anniversary and each anniversary thereafter. Employees also have access to an employee assistance program, which offers many services including digital Cognitive Behavioral Therapy (DCBT), benefits and claims advocacy services, and assistance with other matters, such as childcare, mental health and legal assistance.

Work Environment: You will be assigned to work mainly out of RITA's Brecksville office, with the opportunity to work a blended schedule, meaning some days in the office, some days working from home. You will also travel to the Agency's Cleveland Heights, Youngstown, Worthington and Xenia offices as needed. Our dress when in the office is professionally casual – jeans are welcome. Where possible, we seek to work with our employees to meet their needs while still providing excellent service and fulfilling our **Mission**. We thrive on collaborative work, and we are best as a team with each person doing their part. There are plenty of opportunities for job growth within the Agency; Career growth and development is encouraged and supported.

About the Role: The Learning and Development (L&D) Manager is responsible for working with Agency leadership to determine and define learning opportunities and training initiatives that support the Agency's Mission and Vision, and align with the Agency's strategic objectives, specifically employee growth and development. The L&D Manager is responsible for the design, implementation and continuous

improvement of learning strategies. This role also partners with Agency leadership, management, and staff to build a culture of continuous improvement and professional development. The L&D Manager ensures that staff at all levels have access to effective learning opportunities supporting both individual career growth and Agency success.

DESCRIPTION OF ESSENTIAL FUNCTIONS

1. Develops and implements learning strategies and programs tailored to the Agency's Mission, Vision and strategic objectives.
2. Conducts need assessments to identify skill gaps and recommends appropriate training solutions.
3. Designs and develops learning in various formats, including virtual and in-person programs (synchronous) as well as e-learning and self-paced materials (asynchronous).
4. Oversees the creation and maintenance of learning materials and resources.
5. Evaluates the effectiveness of learning programs using feedback, assessments, and performance metrics, and oversees the continuous improvement of all learning content.
6. Collaborates with other Agency managers, Quality Assurance and subject matter experts to support team development and career pathing.
7. Works with the Chief Financial Officer to manage the learning and development budget, ensuring cost-effective use of resources.
8. Coordinates and collaborates with external strategic learning partners for specialized programs when appropriate.
9. Supervises and mentors Learning and Development staff.
10. Fosters a culture of accountability, consistent with the Agency's Mission.
11. Promotes a culture of continuous learning and professional development throughout the Agency.
12. Monitors staff performance and provides real-time coaching, feedback and redirection as needed to achieve department goals.
13. Prepares regular reports on learning activities, outcomes, and return on investment for Agency leadership and management.
14. Ensures all learning programs comply with relevant laws.
15. Performs other related work as assigned.

This is not necessarily an all-inclusive list of job-related responsibilities, duties, skills, efforts, requirements or working conditions. While this is intended to be an accurate reflection of the current job, the Agency reserves the right to revise the job or to require that other or different tasks be performed as assigned.

PHYSICAL REQUIREMENTS: The individual assigned to this position must be able to complete all physical requirements of the job, with or without a reasonable accommodation, which include, but are not limited to the following:

- Tasks involve extended periods of time in a stationary position.
- Constantly operates a computer and other office equipment.
- Must be able to exchange accurate information to accomplish the essential functions of the job.

ABOUT YOU: Bachelor's degree in Human Resources, Education, Business, or related field (or equivalent experience). 5 + experience as a Learning & Development Manager or similar role in a corporate environment.

- Strong understanding of adult learning principles and instructional design methodologies.

- Excellent communication, collaboration, presentation, and facilitation skills.
- Project management and organizational skills, with the ability to manage multiple initiatives simultaneously.
- Proficiency in training design software and learning management systems (LMS).
- Analytical and consultation skills to assess learning effectiveness and inform program design.
- Ability to build relationships with staff, leadership, and external partners.

HOW TO APPLY: Please submit your resume to RITAJobs@ritaohio.com no later than 5 PM on December 12th, 2025. Only qualified individuals being considered will be contacted for an interview.

The Regional Income Tax Agency (Agency) is an equal opportunity employer. We are committed to a work environment that supports, inspires, and respects all individuals and in which personnel decisions are merit-based and applied without discrimination on the basis of race, color, religion, sex, sexual orientation, gender identity, marital status, age, disability, national or ethnic origin, military service status, citizenship, or other protected characteristic. In compliance with the Americans with Disabilities Act, the Agency will seek to provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the Agency.