



123 N Pitt Street, Suite 450  
Alexandria, VA 22314  
csiresources.org  
1.800.689.2900

## **Job Description** *September 13, 2021*

**Position Title:** Manager, Learning

**Reports to:** Director, Learning & Practice Development

**Classification:** Full-Time At-Will Employee

**Supervises:** None

**Exempt/Non-Exempt:** Exempt

### **Position Summary:**

Participates in the execution of the CSI's overall professional learning and educational services including content development, content design, learning technology management, quality control, and online learning program oversight. This position focuses on the design, growth and delivery of innovative technology-based education offerings to meet the training and learning needs of CSI members, CSI credential holders, and the greater architecture, engineering, construction, and owner (AECO) industry. This includes creating and maintaining quality online learning; instructor-led and blended courses - both synchronous and asynchronous. Additional content creation and speaker management duties will relate to in-person conferences, retreats and meetings.

### **Supervision received and exercised:**

Reports to the Director, Learning & Practice Development. Performance is measured by results accomplished.

**Primary Responsibilities:** May include, but are not limited to, the following:

#### **Learning (50-60%)**

- Designs and implements professional learning portfolio of courses related to domains within CSI credentials and CSI Standards/Formats that support 24/7/365 access to quality content
- Design, develop, edit, and assess online programs, ensuring that goals of key constituents are met through multiple learning delivery methods and technology platforms (LMS – learning management systems, currently Blue Sky eLearn Path LMS)
- Manage sponsored webinar logistics, speaker training, materials, participant support, and reporting
- Identify, source and manage subject matter experts (SMEs) for online learning programs
- Identify opportunities to expand the digital footprint with organizational needs and content strategy
- Work with staff and volunteer members to identify topics and content presenters/contributors/authors



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- Write effective content from adult learning and instructional design best practices that include copy, instructional text and assessments, use of audio/video, and active learning

#### **Membership/Volunteer/Customer Service (20%)**

- Assure adherence to any Learning Unit (LU) and continuing education credit requirements for online courses, i.e. – CSI credentials, AIA, etc.
- Serves as staff liaison to assigned working groups and/or committees
- Works with members, product reps, associations, and corporate partners to design new programs

#### **Program Assessment (10 - 20%)**

- Recommends process improvements related to online learning and event programming
- Assists the Director, Learning & Practice Development in preparing reports and gathering data analysis
- Evaluates the evolving professional learning space; supervises the development of long and short-range plans for achieving the CSI Board ends/goals, and provides recommendations for activities
- Assists staff with professional learning planning
- Assists development and monitoring/revision of the budget for programs assigned
- Attends staff and department meetings
- Stays informed and up to date on quality standards, ADA issues, and policies related to online learning, conferences, credentialing and professional development

#### **Conferences and Events (10%)**

- Coordinate content, speakers/presenters, and subject matter experts for in-person meetings, retreats, and conferences
- Implement effective processes for face-to-face programs –call for session proposals submissions, proposal review, speaker support, etc.
- May be asked to assist with meeting and event logistics, registration, materials preparations, attendee/guest and board requirements, etc.
- Performs other related duties as assigned.

#### **Working Conditions:**

- Sitting for long hours, sitting or working on computer keyboard.
- Some travel (up to 10%), occasionally overnight.



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**Minimum Qualifications:**

- 5 years of relevant experience in adult education development and delivery
- Knowledge of current best practices related to adult learning principles
- Ability to master various technology, web and data management systems
- Strong project management in resources, timelines, and objectives
- Collaborative, team approach with staff and members, while able to lead and function independently
- Multi-task and work with time sensitive deadlines
- Supervise, evaluate, and motivate subordinate volunteers, vendors and partners
- Communicate effectively, both orally and in writing
- Speak effectively with clear, concise messaging
- Write comprehensive, concise and technical information that is persuasive and informative
- Work effectively under pressure, to exercise good judgment
- Establish and maintain effective work relationships with members and other staff

**Experience, Training and Education:**

- Bachelor's degree with strong preference in the area of education, knowledge management, content curation, online learning, adult learning, another related field
- Prior work experience for a membership or trade/professional association
- Direct experience with learning management systems (LMS)
- Working knowledge of online learning authoring and development tools, presentation software, video and audio capture and editing, etc.
- Certified Association Executive (CAE) preferred or willing to obtain