



**Title:** Educational Support Manager

**Team:** Membership

**Supervisor's Title:** Director of Educational Programs

**Position Status:** Full-time, exempt

**Position Location:** Carmel, Indiana (preferred)

**Position Summary:** Responsible for the oversight of the Sorority's eLearning educational programming strategy and learning management system (LMS) vendor relationship; manages programming team volunteer efforts in various areas of the membership experience.

**Qualifications:**

- Bachelor's degree required, Master's degree preferred
- Prior experience and expertise in eLearning content authoring tools and learning management systems
- Experience with in-person and online instructional design, curriculum development and small and large group facilitation and presentation
- Proficiency with assessment techniques and strategies, and how to employ those on large and small scales
- Experience with membership organizations

**Responsibilities:**

- Serve as the primary administrator and staff expert of the Sorority's eLearning platform, The Learning Center, and eLearning education strategy
- Manage the Live with Heart Facilitator team, working to identify, educate and deploy national facilitators to collegiate chapters
- Partner with members of the collegiate services, growth and alumnae teams to address and support volunteer and advisor training needs
- Identify new topics, review curriculum and programs for feedback, and write curriculum and programs as needed
- Supervise the educational resource specialist
- Support and collaborate with programming specific volunteers

**Expectations:**

- Consistently demonstrate through words, actions and interactions, alignment with the Sorority's values and strategic direction, and commitment to diversity, equity access and inclusion, focusing on the success of the Sorority.
- Promote the ongoing development of a service rapport with chapters, local and national volunteers and all members of the Sorority.
- Represent Sigma Kappa within related professional organizations as approved by the executive director.
- Assist with preparations for national meetings as assigned, and travel to meetings to provide on-site staff support.
- Demonstrate a positive, problem-solving mindset and a spirit of teamwork and cooperation.
- Demonstrated project management experience.
- Maintain positive public relations within the Sorority, among all Sorority entities, in contact with other membership groups, university officials, vendors, and others.
- Maintain and develop materials and procedure notebooks as appropriate to the position.
- Perform other duties as may be prescribed by the executive director or director of educational programs of Sigma Kappa Sorority.

**Technical/Computer Skills:**

- Ability to effectively use email (MS Outlook) and MS Office software programs as necessary.
- Ability and willingness to effectively use other job-related technology tools.

**Physical Demands:**

- Ability to stand under 1/3 of the time.
- Ability to walk under 1/3 of the time.
- Ability to sit over 2/3 of the time.
- Ability to talk or hear from 1/3 to 2/3 of the time.
- Ability to lift 20 lbs. under 1/3 of the time.

**Work Environment:**

- The work environment is that of a fast-paced office with minimal to high noise levels and moderate temperatures.
- This position requires working independently as well as part of a team.
- This position requires verbal and face-to-face contact with others on a daily basis.
- Frequent use of a computer, general office equipment, and/or personal device (e.g., cell phone, tablet) is necessary.
- The position requires client information be maintained appropriately confidential.

The qualifications, responsibilities, expectations, technical/computer skills, work environment, and physical demands described above are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

*Sigma Kappa provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*

*Revised March 2021*