Title: Educational Resource Specialist

Department: Membership

Supervisor’s Title: Educational Support Manager

Position Status: Full-time, exempt

Position Location: Carmel, Indiana (preferred)

Position Summary: Responsible for creating and maintaining programming and resources to ensure the Sorority is providing relevant, replicable and appropriate education and training resources to its chapters and members; assists programming team volunteer efforts in various areas of the membership experience.

Qualifications:
• Bachelor’s degree required
• Experience with in-person and online instructional design, curriculum development and small and large group facilitation
• Ability to create learner-centered, engaging content for eLearning and in-person delivery
• Ability to manage and interpret data and use it to drive results
• Experience with membership organizations

Responsibilities:
• Work with staff and volunteers to develop and implement the Sorority’s educational resources, programming, training and other materials as identified
• Review and update member development programs and resources within Sigma Kappa’s online learning management system, The Learning Center
  o Write and update content with subject matter experts as applicable
  o Identify gaps in collegiate programming and solutions to fill those gaps
  o Using current assessment techniques and content usage analytics, evaluate the effectiveness of Sorority programming
• In partnership with the collegiate services team, identify training and education needs for collegiate chapter officers
  o Develop, deliver and assess training and education provided
• Manage the creative team coordinators and assist in identifying new topics and needs that creative teams could develop
• Support and collaborate with other programming specific volunteers as identified

**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, senior director of membership strategy, director of educational programs or educational support manager 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 June 2021*