

POSITION DESCRIPTION



Job Title: Education, Training, & Events Manager

Date: September 1, 2022
Department: Education, Training, & Events
Supervisor: Vice President of Education, Training, & Events
FLSA Status: Exempt
Supervisory: No direct supervision

Position Overview:

The Education, Training, & Events Manager supports the Member Education & Training department and Meetings & Events department through project and process management.

Duties and Responsibilities:

- Assists the Vice President of Education, Training, & Events (VP) in developing and executing division and department project plans
- Consults with the Director of Member Education & Training and the Director of Meetings & Events (“Directors”) on developing and maintaining a balanced, relevant, and responsive annual calendar of meetings and events for HLC’s membership and stakeholders
- Manages the Annual Conference call for proposals process with assistance from the Director of Member Education & Training, including oversight of proposal review, proposal selection, recruited speakers, and program build processes; assists the VP by identifying and implementing technological solutions to develop and deliver the Annual Conference
- Manages the Academy intake process including processing of applications, soliciting comments from staff liaisons, and checking eligibility
- Manages the configuration of education and training spaces in HLC’s learning management system including creating program, cohort, institution, project and participant records, setting up workflow, and managing content
- Collaborates with Directors in generating and maintaining meeting and event production schedules, responsible for ensuring deliverables
- Drafts satisfaction and relational surveys for programs and events; works with HLC’s data group and Directors to finalize survey language and format; distributes surveys and analyzes data; drafts reports with recommendations
- Oversees division and department record management, including the integration and maintenance of program participation data in HLC’s database and learning management system as directed by the VP and Directors
- Monitors multiple general inboxes, serving as first-line customer service for members inquiring about programs and events; triages inquiries and routes inquiries to other members of the team as necessary
- Attends and supports the delivery of meetings and events, in-person and virtually, as assigned

- Maintains technology skills needed for position and adapts to technology changes as required
- Performs other duties as assigned

Qualifications and Competencies:

- Bachelor's degree required
- Five + years of experience supporting multiple projects simultaneously
- Experience in higher education setting preferred
- Experience managing data, including collecting and storing data in online databases
- Technical aptitude and ability and willingness to learn new technology, systems, and software program
- Experience supporting meetings and events
- Experience working with internal and external stakeholders
- Strong time management and organizational skills
- Strong written and verbal communication skills
- Exemplifies flexibility, dependability, and responsibility
- Must be able to multi-task and work independently and collaboratively in a fast-paced environment
- High level of discretion, ability to handle sensitive information
- Proficiency with Microsoft office and other online technologies

Previously Revised: n/a

The information in this position is intended to generally describe the duties and responsibilities and qualifications and competencies of the above-named position. This position is not an exhaustive list of all the responsibilities and requirements of the position. HLC reserves the right to modify this position description at any time.