

## Job Description

**Position:** Learning Associate

**Department:** Education & Learning

**Supervisor:** Education & Learning Manager

**Classification:** Non-Exempt

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### **Summary of Position:**

Under the direction of the Education & Learning Manager the Learning Associate is responsible for assisting in the planning, organization, coordination, administration, and management of ARRL learning programs.

This position requires an extremely organized individual who is a self-starter and can prioritize responsibilities efficiently. The incumbent must possess exceptional interpersonal skills, both written and verbal, as they will interact extensively with the public on behalf of ARRL.

The incumbent must be a licensed amateur radio operator with the ability to connect amateur radio to learning.

This is a full-time staff position located on site in Newington, Connecticut.

### **Major Duties and Responsibilities:**

- Provide administrative support to the department head including but not limited to coordinating on-line learning content, interacting with members through social media, assisting members with issues and answering telephone and email inquiries.
- Facilitate and coordinate all learning courses from application process to exam completion.
- Assist in travel accommodations for the students of ARRL learning center institutes.
- Attend education and amateur radio conferences to represent ARRL education programs.

**Expectations:** In this role, the incumbent will develop schedules, choose material and coursework, and understand the needs of education program students. The Learning Coordinator will also work with students for travel accommodations, expense reimbursements, and coordinate logistics for their stay during Teachers Institutes. Work is to be done in a timely manner that takes deadlines and budget constraints into consideration.

### **Knowledge and Skills:**

- Excellent customer service and interpersonal skills both verbal and written.
- Familiarity with the education field, preference given to former teachers.
- Licensed amateur radio operator.
- Ability to edit technical material.
- Strong time management and organizational skills.
- Ability to meet multiple deadlines.

**Experience:** 5+ years professional experience (or the equivalent) in education or a related field. Experience in creating/managing learning content/planning using MS Office (or equivalent).

**Education:** Bachelor's degree, or equivalent experience.

**Interpersonal Skills:** The ability to be self-aware, manage relationships, and collaborate in a team environment.

**Other Skills:**

- 1) Bachelor's degree in English, Journalism, Communications, Educational Media or Instructional Technology or a related field, or equivalent experience
- 2) Exceptional communication and organizational skills
- 3) High level of attention to detail, accuracy and organization
- 4) Ability to multi-task and prioritize
- 5) Courteous and professional demeanor, in person and electronically
- 6) Business and customer service experience
- 7) Proficiency with Microsoft Office suite of applications, including Outlook, Word, and Excel.

**Physical Requirements:** Job is primarily sedentary with occasional light lifting.

**Work Environment:** Office/Some Travel.