

Job Posting

Position: Assistant Education and Learning Manager

Department: Education & Learning

Supervisor: Education & Learning Manager

Classification: Exempt

Summary of Position:

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

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. This position requires travel to represent ARRL at educational conferences and amateur radio events.

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:

- Contribute to creating a positive energy and fostering a team atmosphere, showing excitement and pride in the team's work, and being accountable for results.
- Assist the department head in managing education programs, 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 management of ARRL Teachers Institute.
- Attend education and amateur radio conferences on behalf of ARRL education programs.
- Teach ARRL Teachers Institute sessions.
- Work with teachers directly to incorporate amateur radio into classroom instruction.
- Assist in creating lesson plans/curriculum.

Expectations: In this role, the incumbent will develop schedules, choose material, coursework, and understand the needs of education program students. The Assistant Manager will work to facilitate and instruct Teachers Institute sessions 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.
- Experienced in amateur radio operation.
- Ability to relate wireless technology to amateur radio.

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 in English, Journalism, Communications, Educational Media or Instructional Technology or a related field, or equivalent experience.

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

Other Skills:

- 1) Exceptional communication and organizational skills.
- 2) High level of attention to detail, accuracy and organization.
- 3) Ability to multi-task and prioritize independently.
- 4) Ability to make sound business decisions.
- 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.
- 8) Familiarity with various aspects of amateur radio operation.

Physical Requirements: Job is primarily sedentary with occasional light lifting. Events require the ability to stand for several hours at a time.

Work Environment: Office/Some Travel.