

NC-SARA JOB DESCRIPTION

POSITION TITLE: Director for Training and Communication

REPORTS TO: President, Chief Executive Officer

FLSA CLASSIFICATION: Exempt

GENERAL STATEMENT OF DUTIES:

Provides oversight of training and communication with state portal entities (SPEs) and SARA participating institutions. Oversees all aspects of the development, revision, enrollment, and completion of online and face-to-face training. Writes and curates content for: monthly newsletters to compacts, quarterly newsletters, white papers, research papers, and social media content.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following essential job functions and responsibilities are not intended to be all inclusive. Duties may be modified, added or deleted.

- Provides regular communications to NC-SARA compacts, state members, participant institutions, and students. Balances the interests of members, institutions, students, accreditors and other higher education agencies and stakeholders in the context of the dissemination of specific communications
- Creates monthly NC-SARA newsletters to the states and regional compacts; Assists the Director for Policy Research and State Support with content development for these newsletters
- Considers how best to communicate informally and formally to provide updates and ensure collaboration with several stakeholders including State Authorization Network (SAN), Western Cooperative for WICHE Cooperative for Educational Technology (WCET), State Higher Education Executive Officers (SHEEO), National Center for Higher Education Management Systems (NCHEMS), Council of State Governments (CSG), and regional compacts.
- Oversees social media communications from NC-SARA in collaboration with communications consultants and NC-SARA senior staff.
- Monitors and shares content from the social media accounts of SARA state members and participating institutions to focus attention on leading practices in distance education and the value of NC-SARA
- Oversees all aspects of training for the State Portal Entities and the SARA participating institutions and other stakeholders as needed, including creation, instructional design, online delivery, evaluation, and assessment.
- Manages integration of content creation software and learning management software with its existing systems,
- Manages consultants and collaborates with staff on various projects throughout the year, related to training and communications.
- Assists fellow NC-SARA Directors in maintaining good working relationships with regional compact staff and state portal entity staff.
- Assists the Director for Policy Research and State Support in planning the annual State Portal Entity meeting.
- Works with NC-SARA staff, State Portal Entity staff, and the Regional Compact SARA Directors to respond to NC-SARA questions and resolve issues.
- Attends and presents at SARA Regional Steering Committee Meetings and state level meetings as needed.

- Presents and attends local, regional and national meetings with a SARA focus.

QUALIFICATIONS:

To perform this job successfully, complex knowledge of higher education, communication strategies, and training is essential. Must be able to communicate effectively with a variety of stakeholders. Must be able to use sound judgment and complex decision making and problem-solving skills. A deep understanding of complex higher education policies and issues.

REQUIREMENTS:

Experience and Education

A Master's degree and experience related to instructional design, curriculum development, quality assurance, and higher education. Knowledge of state and federal laws concerning interstate distance education.

Those with several years' experience in online curriculum development are preferred.

Knowledge, Skills and Abilities

- Strong online learning delivery and instructional design skills.
- Expertise and comfort presenting virtually and in person to large groups.
- Expert knowledge of the principles, practices, and application of higher education, distance learning and complex environments.
- Knowledge and understanding of applicable state and federal laws concerning interstate distance education.
- Solid organizational skills to effectively manage multiple priorities, complex projects, and multiple state regulations.
- Strong oral and written communication skills. Demonstrated experience and success in developing informational materials for higher education, boards and state agencies.
- Knowledge of computers and software applications including Excel, word processing, online survey tools, remote conferencing services, email, website, and internet.
- Ability to effectively implement NC-SARA policies and procedures that will assist in the achievement of organizational goals.
- Strong interpersonal skills and ability to successfully relate to stakeholders in order to encourage communication and expedite problem-solving.
- Ability to exercise initiative and judgment as well as make decisions within the scope of assigned authority.

SUPERVISION RECEIVED:

Works under the direct supervision of the President, Chief Executive Officer.

PHYSICAL DEMANDS:

The position is primarily an administrative position. Ability to stand, sit, walk and work on a computer. Must be able to travel up to 50% of the time. The physical demands described 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.