



Learning & Development Manager

The role in brief

The Learning & Development Manager (LDM) researches higher education trends and challenges, creates and manages a suite of professional development training programs for faculty & staff, and simultaneously builds strategic relationships with customers, subject matter experts, and research contacts. Assigned to one of our four content areas (Leadership, DEI/Title IX, Faculty & Student Success, or Advancement), the LDM works closely with 1-3 other team members to shape AI's topic and program strategy in support of increased sales and engagement across product lines.

What you will do:

- Contribute to the strategy, packaging, and positioning of AI's offerings within your assigned content area relative to the rest of the marketplace
- Conduct research and select topics that are both responsive to customer needs/requests and reflective of current issues, challenges, and innovative models in higher education
- Create and manage an array of synchronous and asynchronous professional development training programs (webcasts, virtual and in-person conferences, bootcamps, video courses, etc.)
- Identify subject matter experts (SMEs) to serve as presenters
- Work collaboratively with SMEs to design and develop training programs
- Facilitate training programs, both virtually and in-person, for an audience of faculty & staff participants
- Proactively build and cultivate relationships with program attendees, research contacts, and subject matter experts in service of sales & engagement
- Assess customer needs and draw from AI's range of topics, products, and services to curate a solution

***Please Note:** While there will be little to no travel through the spring of 2022, this role will eventually include 25-30% travel.*

Minimum qualifications

- Bachelor's Degree required; Master's preferred
- 5-7 years of experience working in higher education in an administrative role (academic or non-academic) is required
- In addition, at least 3 years of demonstrated experience with at least one of the following is required:
 - Business development/client management
 - Qualitative research
 - Design, development, and/or execution of training programs for adult learners
 - Presenting to groups or facilitating training sessions

Who you are

Successful candidates have a learner's heart and mind: they are curious, inquisitive, and have a genuine desire to grow and improve. They are problem solvers with a can-do attitude. They possess a strong work

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ethic and sense of initiative, able to step in and own and drive projects from inception to completion. They thrive in complex, fast-paced environments and aren't afraid to make mistakes, take risks, or try new things. They are adaptable and flexible, willing to operate through ambiguity and changes in priorities and projects.

What you will bring:

- Deep interest and content expertise in at least one functional area of higher education
- Knowledge of or keen interest in AI's business
- Strong written and verbal communication skills
- Strong interpersonal skills; ability to connect with external stakeholders and build rapport easily and quickly
- Organizational and time management skills
- Facilitation and/or presentational skills
- Ability to:
 - Synthesize and make sense of complex information
 - Balance many concurrent projects with differing timelines and deadlines
 - Work effectively both autonomously and in team environments
 - Flex between, and operate successfully in, both the bigger picture and the details

Salary Range

The salary range for the LDM position is \$55-80k. There is some flexibility outside of this range for candidates with commensurate experience.

Location

Candidates located within or willing to relocate to the Denver metro-area are preferred, but remote/out-of-state work is also a possibility.

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