



Digital and Education Program Manager

The Digital and Education Programming Manager will be a key member of the team responsible for managing the development and execution of new and existing educational resources.

This position reports to the Sr. Vice President of Innovation and Member Advancement and will serve as the department subject matter expert for the association's Knowledge Center and for the development, coordination and execution of the organization's webinars and educational programs.

Specific Responsibilities

- Develop, coordinate, and execute new and existing educational programs, activities and webinars that support the organization's mission and strategic goals.
- Create and implement strategies to achieve financial objectives for virtual programs and webinars, including pricing structures and revenue targets.
- Manage speakers, registration, marketing, rehearsals, and production for organization's education programs.
- Develop webinars in collaboration with staff that reflect innovative trends and best practices.
- Build relationships with organization's business partners to develop a network of reliable content experts.
- Develop comprehensive project timelines for all activities and manage project plans to meet deadlines and ensure successful programs.
- Manage administrative activities related to organization's meeting and webinar registration process, including setting up meeting and registration details in database, creating and managing virtual events on organization's Zoom platform, monitoring registration and handling member inquiries.
- Manage vendor relationships for programming needs, ensuring quality delivery service, monitoring expenses and invoices.
- Maintain up-to-date project reports including project status, expenditures, project planning timelines and final activity reports.
- Work closely in collaboration with other team members, especially Communications and Finance, to ensure achievement of member and organization goals.
- Create program schedules, outlines, handout materials, presentation materials, on-line surveys, and evaluation materials for assigned programs.
- Work closely with Communications team to develop program descriptions for website and internal and external communications.
- Provide key insights and recommendations to support marketing efforts for webinars.
- Serve as the first line of contact, service, and support to members with questions about educational programs and resources.
- Perform other duties as assigned.

Requirements and Qualifications

- Bachelor's Degree and a minimum of 4+ years' experience.

- A positive, proactive personality and approachable team player with superb time-management skills.
- Strong sense of customer/member service required.
- Background or experience with online program development and/or delivery, web-related technologies and/or media skills.
- Ability to effectively collaborate with internal and external stakeholders to achieve organizational, team, and individual goals.
- Organized self-starter and resourceful team player.
- Ability to manage multiple tasks simultaneously, track details, and ensure timely and accurate results.
- Attention to detail with big picture perspective; ability to prioritize and deliver on multiple objectives.
- Strong written and verbal communication skills.
- Excellent knowledge of Microsoft Office applications (Word, Excel, PowerPoint, etc.)
- Experience with website content editing.
- Some travel required.

If interested, please email your resume to Tracy Boyle at tboyle@idfa.org.

We are an Equal Opportunity Employer. All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of race, color, religion, sex, sexual orientation, national origin, age, disability, or protected veteran status.