Project Manager, Training and Continuing Education

The SCORE Association is seeking a Project Manager of Training and Continuing Education to work under the direction of the Director of Learning to support volunteers and the Field Operations team in its efforts to expand and increase the training and education of volunteers in order to provide the best service possible to SCORE’s clients.

SCORE has a network of over 300 chapters and approximately 11,000 volunteers across the United States. Applicants should be energized by the training and education of these skilled volunteers at every point in their SCORE career in the pursuit of SCORE’s mission to support vibrant small business communities.

The ideal candidate should be a self-starter, proactive problem solver, and action-oriented team player. S/he must also be committed to providing superior service, be poised under fast-paced pressure and have a positive, flexible, ‘whatever it takes’ attitude.

Responsibilities

- Research best practices in coaching and mentoring to recommend ongoing continuing education for volunteers.
- Lead the review and assessment process of the learning needs of the SCORE volunteer in the field in conjunction with the Director of Learning.
- Create holistic recommendations for training and continuing education (content, timing, format, method of delivery).
- Recommend and implement methods to measure the success of SCORE’s continuing education program.
- Identify partner organizations with relevant content.
- Develop an implementation plan, including delivery dates, for SCORE’s training and continuing education strategy.
- Develop expertise and lead the expansion of SCORE’s educational offerings in SCORE’s LMS, Topyx. Ensure that continuing education can be tracked.
- Identify best practices in the field to illustrate learning principles (as a way to connect learning with practice).
- Work with teams of staff and key volunteers to:
  - Garner volunteer thinking and resources related to learning.
  - Leverage volunteers’ ability to share best practices and recommend resources.
  - Identify and cultivate training champions in the field.
- Develop and deliver hands-on train-the-trainer workshops to be used to reinforce curriculum.
- Work and contribute as part of the Field Operations team.

Other

- This is a contract position for a period of up to 24 months.
- It is expected that this position will require up to 50% travel in the second half of the contract period.

Requirements

- Bachelor’s degree required; Masters preferred.
- MS Office proficiency (Word, PowerPoint, Outlook, and Excel).
- 5-7 years’ experience developing and delivering training for multiple audiences (corporate, association, etc.) in various formats (in-person, virtual etc.).
- Experience working with skilled volunteers, many whose background is for-profit/corporate.
- Experience leading and executing in person and virtual training.
• Highly organized self-starter with a drive to learn and the ability to work independently, collaboratively and under deadline pressure; Ability to apply critical thinking and complete tasks on time with attention to detail.
• Ability to manage multiple projects in a fast-paced deadline driven environment.

Preferred Skills

• Familiarity with Articulate Storyline/Storyline 2 preferred.
• Familiarity with learning management systems in general or Topyx specifically, preferred.
• Adult education and/or coaching training credential preferred.
• Experience working as a mentor preferred.

Interested parties should send a cover letter and resume to susan.fort@score.org. No phone calls or other inquiries, please. This position has a salary range of $22-$25/hour dependent upon experience. This is a contractor position and no benefits are included.

SCORE "Mentors to America’s Small Business" is a nonprofit association dedicated to the formation, growth and success of small business nationwide. Founded in 1964, SCORE currently has approximately 11,000 volunteers in more than 300 chapters nationwide and is a resource partner with the U.S. Small Business Administration. The national headquarters is located in Herndon, Virginia.