**Professional Development Manager   
Job Description**

Reports to: Director of Professional Development

Supervises: N/a

Created on: January 2024

Position overview:

The Professional Development Manager directly supports DBIA’s education and professional development initiatives, collaborates with the Certification team, and is responsible for the day-to-day management and delivery of education programs and company-based training, including logistics and continuing education approvals. The manager maintains the learning management system and serves as the first point of contact for DBIA’s education and company-based training inquiries and requests.

Key duties and responsibilities include:

Program Administration

* Maintain up-to-date schedule of education and training offerings in learning management system, website, and with technology vendor(s).
* Work with instructor corps in communicating teaching assignments, assembling presentation deliverables, and conducting instructor evaluations.
* Manage and track registration, payment processes and records for education products.
* Communicate program details and registration confirmation with instructors, registrants, attendees, and onsite personnel.
* Conduct and compile evaluations for courses and webinars.
* Manage continuing education credit applications and approvals.
* Process financial rebates and reports to affiliated Regions.
* Cross-promote education offerings and subscription services to certificants and company-based training recipients.
* Provide training and maintain standard operating procedures documentation on the use of education technology platforms and applications.
* Support department director(s) in monitoring programs, identifying trends, and reporting on programs’ status and metrics.

Company-Based Training Support

* Review and explore education options with current and prospective company-based training clients.
* Provide concierge assistance, facilitate seamless contract delivery and execution, and ensure accurate billing for clients.

Customer Service

* Respond to inquiries and requests, including troubleshooting and processing registration transfers and refunds, and manage education mailbox.
* Work with Certification team to promptly transfer and capture student rosters with certification records.
* Provide ongoing assessment and feedback on client trends, and education logistical operations and technologies to enhance processes and the customer experience.
* Perform additional projects and duties, as assigned.

Knowledge, Skills, and Abilities:

* Minimum three years’ experience in administrative position related to association, education or program management.
* Experience with learning management systems (LMS) and virtual learning.
* Exceptional oral and written communication and customer service skills.
* Ability to handle multiple projects at one time and adapt quickly to shifting duties and responsibilities.
* Strong attention to detail, time management, and organization.
* Ability to work independently and with others in a fast-paced environment.
* Proficiency in MS Office, especially Excel and Powerpoint, and association management software.
* Must take initiative, be proactive and resourceful.
* Any combination of training, education, and experience equivalent to graduation from an accredited college or university.

Working Conditions and/or Physical Requirements:

This is a full-time employment position in an office environment based in Washington, D.C. DBIA has a hybrid work environment that requires in-office work three days a week. This position routinely uses standard office equipment. The successful candidate must be able to meet the following physical demands to perform the essential functions of the job:

* Prolonged periods of time using a computer.
* Ability to maintain concentration and work performance with frequent disruptions.
* Ability to lift up to 30 pounds of office supplies or materials.
* Ability to travel domestically at various times throughout the year and work onsite at conferences and education courses.

**Equal Employment Opportunity**  
Design-Build Institute of America (DBIA) is an Equal Opportunity employer. All employment decisions shall be made without regard to race, gender, religion, color, national origin, sexual orientation, age, marital status, veteran status, or disability status or any other basis as protected by applicable law.