

<b>DEPARTMENT:</b>	FLVS Global	<b>REPORTS TO:</b>	Senior Manager, Product Development
<b>JOB CLASS:</b>	Manager	<b>PAY GRADE:</b>	19
<b>EXEMPT STATUS:</b>	Exempt	<b>DATE:</b>	12/1/2015

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***Our Mission is to deliver a high quality, technology-based education that provides the skills and knowledge students need for success.***

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**POSITION GENERAL SUMMARY:**

The Manager, National Curriculum Products supervises internal staff and external resources for developing out-of-state curricular policies, procedures, and plans to support product sales in other states. The Manager oversees the state application and review process for curriculum sales in other states, maintaining records and meeting all deadlines. The Manager oversees the custom course and lesson development process for states and clients, ensuring quality for all newly developed products. The Manager researches market trends, state and national standard and curriculum changes, and competitor initiatives and forms plans to keep FLVS concurrent with market needs. The Manager oversees the RFP response process for Business Development product sales. The Manager meets regularly with internal and external stakeholders to ensure priorities and vision are incorporated into out-of-state curriculum plans.

**ESSENTIAL POSITION FUNCTIONS:**

- Research market trends around state and national standard and curriculum changes, state review and application processes, and competitor initiatives to keep FLVS concurrent with market needs
- Manage the state application and review process for curriculum sales in other states, maintaining records and meeting all deadlines
- Manage the process and site for state standards database correlations including billing, entering new courses and out-of-state enhancements into system, and liaising with sales to provide training and support for use of the data
- Manage the development of department-based policies, procedures, and plans for out of state curriculum projects and processes
- Collaborate regularly with internal and external stakeholders to ensure priorities and vision are incorporated into all curriculum plans
- Oversee out-of-state course projects to meet business and customer needs by initiating and implementing the Product Prioritization Process which includes gap analysis, current curriculum analysis, cross-state overlap of standards, cost estimation, return on investment analysis, prioritization and scheduling, project monitoring and reporting
- Manage planning, coordinating resources, and application completion for Requests for Proposals for Business Development
- Manage budget for national work and oversee contractual relationships with vendors for product delivery and implementation
- Manage, control, direct, and supervise assigned direct reports, including general leadership, planning, organizing, and reviewing

- Meet professional obligations through efficient work habits such as, meeting deadlines, honoring schedules, coordinating resources and meetings in an effective and timely manner, and demonstrate respect for others
- All work responsibilities are subject to having performance goals and/or targets established

*(These essential functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other job related duties as required.)*

**MINIMUM REQUIREMENTS:**

***Education/Licensure/Certification:***

- Bachelor's degree with a focus on Business Administration, Education, or related field; or equivalent combination of education and relevant experience

***Experience:***

- Five years' of progressively responsible experience in virtual educational environment with a combination of experience in any of the following areas: consulting, administration, sales and marketing, instruction, course project management, or course development
- Experience with development/deployment of online learning content, preferred

***Knowledge, abilities and skills:***

- Considerable knowledge about online curriculum development and instruction.
- Considerable knowledge of educational learning standards across the US.
- Considerable knowledge of maintaining complete and accurate records and statistics and to develop meaningful reports from them
- Strong knowledge of accessibility standards for online learning.
- Working knowledge of state adoptions of local and national standards.
- Knowledge of the District's commitment, direction, philosophy, organization and priorities
- Strong knowledge of the principles of supervision, organization and administration
- Strong financial/budget management knowledge
- Ability to work with and through people to establish goals, objectives, and action plans
- Skills in conflict management
- Skills in coaching, counseling and developing staff
- Ability to establish and maintain effective working relationships as necessitated by work assignments
- Effective verbal and written communication skills
- Ability to apply national and regional course development rubrics and checklists to course development and reviews.
- Ability to assess the effectiveness of programs and activities
- Ability to interpret law, policy, procedures, and related guidance
- Strong project management and organizational skills to plan and prioritize

**CORE COMPETENCIES FOR SUCCESS:**

<b>COMMUNICATION SKILLS</b> <i>Clearly and effectively conveys and/or presents information verbally; summarizes what was heard to mitigate miscommunication; Shares ideas and perspectives and encourages others to do the same; Informs others involved in a project of new developments; Disseminates information to other employees, as appropriate; Effectively uses multiple channels to communicate important messages; Keeps supervisor well informed about progress and/or problems in a timely manner; Writes in a clear, concise, organized and convincing way for a variety of target audiences; The written message is consistently error-free; The written message has the desired effect on the target audience</i>	<b>CUSTOMER FOCUS</b> <i>Prioritizes customers (internal and external) and their needs as primary and is dedicated to meeting their expectations; Develops and maintains customer relationships; builds credibility and trust; Quickly and effectively solves customer problems; Provides prompt, attentive service in a cheerful manner; adapts to changing information, conditions or challenges with a positive attitude; Incorporates customer feedback into delivery of service to provide the best experience possible for the customer; Actively promotes FLVS in community by serving as a FLVS ambassador or volunteer</i>
<b>INTERPERSONAL SKILLS</b> <i>Relates well with others; Treats others with respect; Shares views in a tactful way; Demonstrates diplomacy by approaching others about sensitive issues in non-threatening ways; Considers and responds appropriately to the needs, feelings and capabilities of others; Fosters an environment conducive to open, transparent communication among all levels and positions; Takes the initiative to get to know internal and external customers</i>	<b>FUNCTIONAL /TECHNICAL EXPERTISE</b> <i>Has the skills, abilities, knowledge and experience to be successful in functional area of expertise; Dedicates time and energy to keeping abreast of the latest information related to area of expertise and technology; Picks up on technology quickly; Does well in technical courses and seminars; Produces high quality work in organized and timely fashion</i>

**MANAGER COMPETENCIES FOR SUCCESS:**

<b>COMMAND SKILLS</b> <i>Relishes leading; Takes unpopular stands if necessary; Encourages direct and tough debate but isn't afraid to end it and move on; Is looked to for direction in a crisis; Faces adversity head on; Energized by tough challenges</i>	<b>CONFLICT MANAGEMENT</b> <i>Steps up to conflicts, seeing them as opportunities; Reads situations quickly; Good at focused listening; Can hammer out tough agreements and settle disputes equitably; Can find common ground and get cooperation with minimal "noise"</i>
<b>LISTENING</b> <i>Practices attentive and active listening with all groups/people; Has the patience to hear people out without interruption; Can accurately restate the opinion of others even when he/she disagrees</i>	<b>MANAGING DIVERSITY</b> <i>Manages all kinds and classes of people equitably; Deals effectively with all races, nationalities, cultures, disabilities, ages and both sexes; Hires variety and diversity without regard to class; Supports equal and fair treatment and opportunity for all</i>
<b>DEVELOPING OTHERS</b> <i>Provides constructive, concrete, behavioral feedback to others through monthly development discussions; Shares information, resources and suggestions to help others be more successful; Delegates challenging work assignments or responsibilities that will help the abilities and stretch others; Regularly meets with employees to review development needs, career aspirations and progress; Constructs compelling developmental plans and executes them; Creates a climate in which people want to do their best; Is a good judge of talent; After reasonable exposure, can articulate the strengths and limitations of people inside or outside the organization</i>	<b>TIMELY, QUALITY DECISION MAKING</b> <i>Makes decisions in a timely manner, sometimes with incomplete information and under tight deadlines and pressure; Able to make a quick decision; Makes good decisions based upon a mixture of analysis, wisdom, experience and judgment; Sought out by others for advice and solutions; Most of his/her solutions and suggestions turn out to be correct and accurate when judged over time</i>

<p><b>PROCESS MANAGEMENT</b></p> <p><i>Good at figuring out the processes necessary to get things done; Knows how to organize people and activities; Understands how to separate and combine tasks into efficient work flow; Can readily see opportunities or synergy and integration; Can simplify complex processes; Gets more out of fewer resources</i></p>	<p><b>TEAM BUILDING</b></p> <p><i>Develops networks and builds alliances; Participates in cross-functional activities to achieve organizational objectives; Focuses time and energy to develop direct report team and peer team; Fosters commitment, team spirit, pride and trust; Recognizes and rewards people for their achievements and contributions to organizational success; Identifies and tackles morale issues; Provides training and development to employees; creates and participates in team building sessions; Empowers others; Makes each individual feel his/her work is important; Invites input from each person and shares ownership and visibility</i></p>
<p><b>MANAGING &amp; MEASURING WORK</b></p> <p><i>Clearly assigns responsibility for tasks and decisions; Sets clear objectives and knows what to measure and how to measure them; Monitors process, progress, and results; Designs feedback loops into work; Holds self and others accountable for achieving goals and objectives</i></p>	<p><b>COMFORT AROUND HIGHER MANAGEMENT</b></p> <p><i>Deals comfortably with more senior managers; Presents to more senior managers without undue tension and nervousness; Determines the best way to get things done with more senior managers by talking their language and responding to their needs; Crafts approaches to working with more senior managers that are seen as appropriate and positive</i></p>
<p><b>MANAGERIAL COURAGE</b></p> <p><i>Doesn't hold back anything that needs to be said; Is not afraid to provide current, direct, and "actionable" positive and corrective feedback to others; Lets people know where they stand; Faces up to people problems on any person or situation quickly and directly</i></p>	

**PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:**

- Location: Remote
- Frequency of travel: Occasional travel is required for meetings, trainings and conferences; location may vary and may require overnight stays
- Light physical activities and efforts required working in an office environment

*(Reasonable accommodations will be made in accordance with existing ADA requirements for otherwise qualified individuals with a disability.)*

*FLVS does not discriminate in admission or access to, or treatment or employment in its programs and activities on the basis of race, color, religion, age, sex, national origin, marital status, disability, genetic information or any other reason prohibited by law.*