



JOB DESCRIPTION: GLOBAL CURRICULUM LIAISON

DEPARTMENT:	FLVS Global	REPORTS TO:	Senior Manager, Products and Services
JOB CLASS:	Manager	PAY GRADE:	19
EXEMPT STATUS:	Exempt	DATE:	04/25/2014

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

POSITION GENERAL SUMMARY:

The Global Curriculum Liaison oversees the research, planning, implementation, evaluation, submission, and tracking of out of state course approvals and applications tied to FLVS Global organizational priorities and revenue goals. The Global Curriculum Liaison provides ongoing support to the entire FLVS Global team regarding FLVS course content, national and state standards, pedagogy, teaching strategies, and best practices for online teaching and learning. The Global Curriculum Liaison also interacts with Global clients and potential customers, and provides expertise in consultations, correlations, sales, and professional development. The Global Curriculum Liaison coordinates across departments within FLVS regarding course development, best practices, and in planning for custom projects and future development.

ESSENTIAL POSITION FUNCTIONS:

- Develop and manage course approval application processes by planning, organizing, and implementing applications for state, local or other review-oriented approvals; assigning resources to applications; reporting progress through reports and meetings; monitoring application process; and implementing evaluation instruments upon application completion
- Plan, organize, and complete applications for online approval and usage from national and international clients, including writing, assembling necessary resources, ensuring that timelines and obligations are met, and regularly communicating with all parties involved
- Seek, research, identify, analyze, and monitor available state application opportunities
- Recommend participation in a review process to the FLVS Global leadership team
- Serve as the primary contact for all application activities
- Schedule and run proposal and application kick-off meetings; attend information sessions held by reviewers; coordinate attendance at formal presentations
- Coordinate and oversee cross-functional teams needed to support applications that may include members of Curriculum, Information Technology / Client Support, Legal, Sales, Marketing, Instruction, Finance, Human Resources, Professional Learning, and other internal business areas
- Develop and coordinate strategies with appropriate input from internal stakeholders
- Research, write, edit and manage applications within required timeline
- Manage document template(s) using FLVS and/or FLVS Global branding as required
- Report progress of application activities through written reports, email updates, Salesforce.com data entry, and presentation meetings
- Apply policy knowledge and data analysis strategically to support application requirements
- Identify, access, resolve, and/or escalate issues as needed

- Remain current on the trends, standards and areas of compliance in online learning and use information to maintain a competitive edge
- Organize a database for tracking and monitoring all FLVS Global applications and approvals
- Coordinate with other members of the FLVS Global team throughout the application and review process, as well as in other curriculum-related development projects, professional development, marketing, and product development
- Oversee and facilitate collaboration across the organization in the development and support of quality online courses for Global clients, and collaborates outside the organization, supporting custom course development and coordination of correlations services with external vendors
- Oversee curriculum-related messaging, including approvals of correlation reports, coordinating development work for the purpose of gaining state approval, answering questions on standards, course features, and the use of courses for particular audiences
- Provide subject matter expertise and advice to the Global leadership team on course retirements, new course acquisitions, and possible actions necessary to maintain market position tied to curriculum changes on a state or national level
- Serve as the primary contact for curriculum-related inquiries from clients and staff
- Maintain ongoing, up-to-date information about curricular trends, requirements, and standards by reading, research, dialogue, professional memberships, attending conferences, and maintaining regular communication with state Departments of Education; prepare presentations as needed to educate others in the organization
- Provide general leadership, guidance, and support to relative team members in order to collaborate, give feedback, develop plans, and reach team and individual goals
- 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 in Education, Business, or Liberal Arts; or equivalent combination of education and relevant experience
- Master's degree in Education or related field, preferred

Experience:

- Five years' in education, curriculum development or a related field, with Bachelor's degree
- Three years' in education, curriculum development or a related field, with Master's degree
- Three years' supervisory/management experience, preferred
- Experience in virtual/online learning, preferred

Knowledge, abilities and skills:

- Strong interpersonal, leadership, and motivational skills
- Knowledge of instructional reading strategies, online instructional design theories, and learning style theories

- Knowledge of implementation of copyright standards
- Knowledge of training best practices and curriculum design principles
- Excellent verbal and written communication skills
- Ability to work with and through people to establish goals, objectives, and action plans
- Knowledge of sales support and customer service and product/service market research
- Knowledge and ability to provide post-sales support
- Strong analytical, writing, and presentation skills
- Knowledge of FLVS course design, pedagogy, foundational education research and history
- Knowledge of and proficiency in data analysis and data management
- Ability to handle multiple priorities, meeting deadlines, and effective time management
- Ability to successfully gather necessary information from a wide variety of people in an efficient and effective manner
- Must possess strong, documented attention to detail and customer satisfaction
- Demonstrated success working in fast-paced, rapidly changing environment
- Ability to communicate and influence leaders

CORE COMPETENCIES FOR SUCCESS:

<p style="text-align: center;">COMMUNICATION SKILLS</p> <p><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></p>	<p style="text-align: center;">CUSTOMER FOCUS</p> <p><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></p>
<p style="text-align: center;">INTERPERSONAL SKILLS</p> <p><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></p>	<p style="text-align: center;">FUNCTIONAL /TECHNICAL EXPERTISE</p> <p><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></p>

INDIVIDUAL CONTRIBUTOR COMPETENCIES FOR SUCCESS:

<p style="text-align: center;">PEER RELATIONSHIPS</p> <p><i>Finds common ground and solves problems for the good of all; Can represent his/her own interests and yet be fair to other groups; Solves problems with peers with minimal “noise”; Is seen as a team player and is cooperative; Easily gains trust and support peers; Encourages collaboration; Is candid with peers</i></p>	<p style="text-align: center;">CREATIVITY</p> <p><i>Comes up with a lot of new and unique ideas; Easily makes connections among previously unrelated notions; Tends to be seen as original and value-added in brainstorming sessions; Takes calculated risks; Is not afraid to try new things and potentially “fail fast”</i></p>
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<p style="text-align: center;">SELF KNOWLEDGE</p> <p><i>Seeks feedback; Gains insight from mistakes; Is open to constructive criticism; isn't defensive; Proactively seeks to understand his/her strengths and areas for growth; applies information to best serve organization; Recognizes how his/her behavior impacts others and incorporates insight into future interactions</i></p>	<p style="text-align: center;">PLANNING</p> <p><i>Accurately scopes out length and difficulty of tasks and projects; Sets objectives and goals; Breaks down work into the process steps; Develops schedules and task/people assignments; Anticipates and adjusts for problems and roadblocks; Measures performance against goals; Evaluates results</i></p>
<p style="text-align: center;">ORGANIZING</p> <p><i>Uses his/her time effectively and efficiently; Concentrates his/her efforts on the more important priorities; Can attend to a broader range of activities as a result of organizing time efficiently; Can marshal resources (people, funding, material, support) to get things done; Can orchestrate multiple activities at once to accomplish a goal; Arranges information and files in a useful manner</i></p>	<p style="text-align: center;">PROBLEM SOLVING</p> <p><i>Uses rigorous logic and methods to solve difficult problems with effective solutions; Probes all fruitful sources for answers; Can see hidden problems; Is excellent at honest analysis; Looks beyond the obvious and doesn't stop at the first answers</i></p>
<p style="text-align: center;">DRIVE FOR RESULTS</p> <p><i>Can be counted on to exceed goals successfully; Very bottom-line oriented; Steadfastly pushes self and others for results; Is full of energy for the things he/she sees as challenging; Not fearful of acting with a minimum of planning; Consistently seizes opportunities; Consistently exceeds goals</i></p>	

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL CONDITIONS:

- Location: Remote
- Frequency of travel: Up to 25% 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.