

**American Radio Relay League Inc.**  
**Structured Compensation - Job Description**  
**Education & Learning Support Specialist**

**Summary:**

Under the direction of the Education & Learning Manager the Education & Learning Support Specialist is responsible for assisting in the planning, organization, coordination, administration, and management of ARRL learning programs and education outreach.

This position requires an extremely organized individual who is a self-starter and can prioritize responsibilities efficiently. The incumbent must possess exceptional interpersonal skills, both written and verbal, as they will interact extensively with the public on behalf of ARRL. This position will require travel to educational conferences.

The incumbent must be a licensed amateur radio operator with the ability to connect amateur radio to learning.

This is a full-time staff position located on site in Newington, Connecticut.

**Essential Functions & Responsibilities:**

- Contribute to creating a positive energy and fostering a team atmosphere, showing excitement and pride in the team's work, and being accountable for results.
- Assist the department head in maintenance of education programs, including but not limited to coordinating on-line learning content, interacting with members through social media, assisting members with issues and answering telephone and email inquiries.
- Facilitate and coordinate all learning courses from application process to exam completion.
- Assist in coordination of ARRL Teachers Institute including but not limited to facilitating the Teachers Institute sessions.
- Attend education and amateur radio conferences on behalf of ARRL education programs.
- Work with teachers directly to incorporate amateur radio into classroom instruction.
- Assist in creating lesson plans/curriculum.
- May be required to perform other duties as assigned or requested.

**Performance Measurements:**

In this role, the incumbent will assist to develop schedules, choose material, coursework, and understand the needs of education program students. The Education & Learning Support Specialist will also facilitate and instruct the Teachers Institute sessions.

**Knowledge and Skills:**

Experience      One year to three years of similar or related experience.

Education      Bachelor's degree in English, Journalism, Communications, Educational Media or Instructional Technology or a related field, or equivalent experience.

Interpersonal Skills	Work involves extensive personal contact with others and is of a personal or sensitive nature. Motivating, influencing, and/or training others is key at this level. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary and often requires the ability to influence and/or sell ideas or services to others.
Other Skills	Exceptional communication and organizational skills. High level of attention to detail, accuracy and organization. Ability to multi-task and prioritize. Courteous and professional demeanor, in person and electronically. Business and customer service experience. Proficiency with Microsoft Office suite of applications, including Outlook, Word, and Excel. Familiarity with various aspects of amateur radio operation.
Physical Requirements	The work requires moderate physical exertion such as long periods of standing, repetitively lifting lightweight objects with frequent bending or stooping, recurring lifting of moderately heavy items such as computers, printers, or boxes. Occasionally lifts heavy objects (over 50 pounds). Job requires average agility and dexterity.
Work Environment	Office Environment is onsite in Newington, CT /Some travel required.