

JOB DESCRIPTION

POSITION:	Communications Associate/Webinar Coordinator
REPORTS TO:	Director of External Affairs
CATEGORY:	Regular, Full-time Non-exempt
DEVELOPED:	October 2018

CAEP is the nation's sole accrediting body for teacher preparation. CAEP promotes excellence in educator preparation through P-12 learner, outcome focused, evidence-based, data-driven accreditation. We provide a framework of continuous improvement to ensure providers prepare educators to teach diverse learners throughout the P-12 setting. CAEP organizational values focus on: leadership, teamwork, initiative and creativity, service orientation to accreditation, strategic planning and anticipating need, and accountability.

The Communications Associate/Webinar Coordinator provides communications support to internal and external users and has primary responsibility for updating CAEP's website and coordinating the use and maintenance of the webinar facilities. The position will be responsible for supporting communications needs for all CAEP divisions and must be able to work well in a team environment. This position is responsible for the technical production of live webinars and must be familiar with GoToMeeting or other web-based meeting applications and have the technical skills to troubleshoot and a customer service mindset.

Essential responsibilities and duties include but are not limited to:

- Responsible for the maintenance and upkeep of CAEP's webinar room, including monitors, hardware, software, audio and office equipment;
- Responsible for scheduling CAEP's webinar room, working with the various divisions to schedule webinars at optimal times to reach maximum audience;
- Responsible for setting up, running and monitoring all webinars, troubleshooting as needed to provide excellent technical production;
- Responsible for day-to-day maintenance of CAEP website;
- Responsible for updating and producing content for CAEP website;
- Must develop and execute process for semi-annual CAEP website audit, ensuring content is up to date;
- Maintain site: check for broken links, coordinate with department content creators to keep content accurate and current, fix bugs, diagnose problems and apply fixes;
- Monitor Website analytics for analysis and regular reporting of outcomes and trends, identifying opportunities for process improvement.
- Provide support as needed for both on-site and offsite CAEP meetings and events.
- Coordinate the planning, development and launch of any new website function from concept through deployment, including the development of a new CAEP website;

Requirements

- Bachelor's Degree in communications, computer science or related field and relevant technical experience or an equivalent combination of education and experience.
- Must be a good problem solver and facilitator with excellent analytical skills.
- Must have excellent interpersonal and communication skills and collaborate effectively in a group setting.
- Experience with GoToMeeting and/or other webinar platforms
- Demonstrated ability to write clear and accurate technical documentation.

- Demonstrated ability to present information in one-on-one and small group situations.
- Demonstrated experience in information architecture, design and development for managing websites.
- Strong customer service skills, troubleshooting and problem-solving skills, follow through and follow-up, strong analytical skills
- A team player with strong time management and prioritization skills
- Detail oriented with a strong customer service mentality.
- Ability to work effectively with a variety of internal and external customers.

Technical Skills

- Demonstrated ability to quickly learn new software applications.
- Proficient in HTML, XML, XHTML, CSS, SharePoint, PowerShell, and other applications necessary to support a website.
- Individual should have advanced knowledge of Word, Excel, and PowerPoint and have created or used charts, spreadsheets, and databases.
- Proficient at using GoToMeeting (or other webinar tool), Outlook, and Intranet/Internet tools.
- Experience with Sitecore

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is frequently required to use hands to finger, handle, or feel. The employee is occasionally required to stand, walk and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet. The position may be required to work evenings or weekends for special program events. The work environment is fast-paced.

This position is based in Washington, DC.

Occasional weekend work and travel may be required.

CAEP offers a competitive benefit package which includes 100% employer-paid premiums for medical and dental employee-only plans, a 10% employer contribution to the 403(b) retirement plan, and a time-off program which includes vacation, sick, and personal days.



CAEP's goal is to continue to grow a highly engaged and collaborative staff through hiring those with a diversity of experience, viewpoints, and backgrounds. CAEP is an equal opportunity employer. CAEP will not discriminate against any individual employee, group of employees, or prospective employee because of race, color, religion, national origin, citizenship status, gender, sexual orientation, age, ancestry, marital status, disabilities, veteran status or other class of individuals protected by law. CAEP is fully committed to providing equal opportunities in all employment related activities including, but not limited to recruiting, hiring, advancement, compensation, training, benefits, transfers, terms of employment, and physical access to facilities within the financial resources of CAEP. CAEP will make reasonable accommodations for any physical or mental disability that limits an employee's ability to perform the essential functions of his or her job to the extent CAEP is aware of those disabilities. Furthermore, CAEP will fully comply with all federal, state, and local laws and regulations to guarantee equal employment opportunities.

Those interested in applying should send their cover letter, resume, and salary requirement to angela.butler@caepnet.org by November 9, 2018.