Position Description

Title: Instructional Designer
Department: National
Reports to: Manager of Curriculum & Instructional Design
Revised: December 17, 2019

About the Organization

Upwardly Global is the first and longest-serving organization that focuses on helping foreign-trained immigrants and refugees integrate into the American workforce. We prepare immigrants and refugees for jobs that match their education and skills, and we provide employers with the know-how to create inclusive hiring practices so they can take advantage of this untapped and valuable potential. We are proud to help and welcome newcomers to the U.S.

Position Overview

Reporting to the Manager of Curriculum & Instructional Design, the Instructional Designer will serve as a key collaborative member of the national curriculum team and products & services team to design and launch high-quality, learner-centered training courses, videos, and materials. This person will lead digital learning content development for various internal and external stakeholders across the organization, including immigrant job seekers, service providers, employers, volunteers, and staff. The Instructional Designer will work to ensure that self-paced learning content is engaging and up-to-date. This role will also provide administrative support for the learning management system (LMS) as well as project-specific support for the direct services program and Jobversity teams.

Essential Duties & Responsibilities

- Develop, publish, and refine digital learning content including e-learning courses, videos, and guides for immigrant job seekers, service providers, employers, volunteers, and staff
- Maintain learning library/catalog of internal and external training materials to ensure that content is relevant and accessible to the appropriate audience(s)
- Standardize UI of learning resources for consistent branding/look and quality control
- Curate and organize content into learning pathways for intuitive navigation of resources
- Create an appealing learning experience (LX) for end users that is informative, engaging, interactive, and learner-centered with elements of micro-learning and gamification
- Ensure that learning resources are of a high-quality product standard to allow the organization to scale impact and earn revenue through Jobversity - offering digital learning tools as products for partner organizations, employers, and other learning audiences
- Gather, track, and analyze learner feedback and ratings to inform content updates/additions
- Monitor training effectiveness, learning outcomes, user activity, and impact on program metrics to inform strategy for driving engagement to develop learner knowledge/skills
- Provide ongoing innovation of learning content/strategy to remain at the forefront of digital learning design and delivery while continually responding to learner needs/feedback

The above statements are intended to describe the general nature and level of work being performed by the individual(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary. In addition, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.
- Collaborate with key stakeholders internally and externally including cross-functional teams, subject matter experts (SMEs), partner organizations, employers, immigrant job seekers, program alumni, and consultants
- Support LMS administration in collaboration with IT team to optimize how internal and external users access resources and best leverage the system
- Manage multiple projects and ensure progress aligns with timelines for funder goals and stakeholder expectations, in alignment with grant deliverables

**Knowledge and Skills Required**

- Portfolio of digital learning/training content including e-learning courses, videos, and guides
- Experience developing e-learning with Articulate 360 (Storyline, Rise)
- Proficiency in Adobe Creative Cloud Suite (InDesign, Premiere Pro)
- Knowledge and competency in LMS and database administration (Salesforce)
- Strong project management and ability to execute on several projects simultaneously
- Ability to work with, and design training for an internationally diverse audience
- Degree in education, curriculum, training & development, instructional design, adult learning, educational technology, or related field

**Work Environment/Physical Requirements**

- Ability to speak, hear, and see
- Occasional travel locally, regionally, and nationally
- Occasional evening or weekend events
- Reliable transportation (depending on region)
- Partial remote work arrangement negotiable

Interested candidates should send a resume and cover letter with salary expectations to HR@upwardlyglobal.org with Manager of Curriculum & Instructional Design in the subject line.