

# JOB DESCRIPTION



**JOB TITLE:** INSTRUCTIONAL DESIGN SPECIALIST  
**REPORTS TO:** DIRECTOR, EDUCATION & TRAINING  
**DEPARTMENT:** EDUCATION & TRAINING

**FLSA STATUS:** EXEMPT  
**DIRECT REPORTS:** NONE  
**EFFECTIVE DATE:** OCT. 1, 2016

The Instructional Design Specialist helps develop and deliver high-quality education and training programs for clients of the firm and its consulting company affiliate, and for the members and prospective members of the firm's non-profit association affiliate. Working closely with the firm's subject matter experts and training group, the incumbent supports the development of classroom and e-learning courses, the promotion of education and training programs, and the maintenance of training delivery systems.

## ESSENTIAL RESPONSIBILITIES

- Develops error-free training presentations, guides, procedures, and other training-related documentation
- Writes and edits course scripts, training materials, and communications ensuring accuracy, conversational style, and adherence to applicable communications guidelines
- Designs e-learning storyboards at a Level 2 interactivity, incorporating adult learning concepts and SCORM requirements
- Designs interactive activities that support e-learning and classroom course program objectives
- Develops web-based presentations and materials and provides in-session support of facilitators, including participant advocate and technical troubleshooting support

## KNOWLEDGE, SKILLS, AND ABILITIES

- Strong organizational and project management skills
- Excellent oral and written communications skills
- Practical knowledge of adult learning theory and ADDIE model
- Proven ability to multi-task and work both independently and as part of a team
- Diplomacy and the ability to effectively interact with all levels of staff
- Demonstrated ability to provide consistently high levels of client/customer service
- Ability to manage multiple priorities and deliver results in a deadline-driven environment

## EDUCATION AND EXPERIENCE

- Bachelor's degree in education, communications, human resources, or business-related field required, master's degree preferred
- Minimum of 1 year of instructional design experience required (e.g., classroom teaching, storyboard development, technical writing)
- Minimum of 1 year of experience supporting the delivery/facilitation of web-based education programs
- Minimum of 1 year of experience with one or more learning management systems required
- Experience with Microsoft Word, Excel, PowerPoint, and Outlook required

## ATTRIBUTES

- Holds a strong work ethic and maintains a positive attitude
- Committed to consistently delivering outstanding client service
- Pays attention to detail
- Enjoys working in a team setting
- Maintains a professional presence
- Able to manage multiple and sometimes conflicting tasks and priorities