

Title: Online Programs Manager

Date: April 2019

Department: Programs

Reports To: Director of Programs

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### **Can Do MS Mission**

Can Do MS delivers health and wellness education programs to help families living with MS thrive.

### **Position Summary**

The Online Programs Manager is a full-time position based in Avon, CO, responsible for the development, management, execution, and evaluation of online programs.

*\*All applicants must be able to work from the Can Do MS office located in Avon, CO.*

### **Duties/Responsibilities**

- Under the direction of the Director of Programs, implement an online growth strategy to expand and modernize online programs and resources.
  - Analyze online learning needs for the MS patient community.
  - Identify and research online learning systems to integrate all of Can Do MS current online programs into one cohesive platform.
  - Collaborate with Marketing Department to develop social media education resources, e.g. Facebook live events.
  - Identify and implement contemporary online learning formats.
- Oversee the development, implementation, and expansion of current online programs, including webinar series, podcast series, Can Do On Demand, Ask the Can Do Team, and library articles.
  - Facilitate and moderate online programs by managing the production timelines, working with subject matter experts, and running the online software.
  - Collect, analyze, and report on attendee survey outcomes.
  - In coordination with programs staff, manage program content, topic selection, and speaker recruitment.
  - Collect and analyze program statistics and demographics for all online programs.
  - Manage and adhere to online program budgets.
- In coordination with Programs Coordinator, manage all website updates related to online programs, website calendar, and program partners.
- Monitor educational content to ensure online offerings are up-to-date with the most current content available, including the continual review of existing resources.
- In collaboration with the Development Department, provide project information for grant submission, reporting, and reconciliation needs.
- Work consistently as a team with the Programs Department and contribute to development of departmental and organizational strategic goals, ensuring consistent program objectives and delivery.
- Collaborate with other staff and partner organizations on learning activities and online resources to expand the knowledge and impact of Can Do MS in the MS community for a wide array of constituency groups and target audiences.
- Perform miscellaneous job-related duties as assigned.

## Qualifications

- Education/Experience Requirements
  - Four-year bachelor's degree preferred, or two-year associate's degree related to technology implementation or online learning.
  - 4+ years of experience with demonstrated success in planning and implementing online educational programs, preferably in a non-profit or association setting.
- Knowledge, Skills and Abilities
  - Keen experience and awareness of identifying online learning trends, platforms, and technologies.
  - Ability to identify and analyze potential technology applications and advancements for Can Do MS online programs and resources.
  - Strong computer skills with knowledge of Microsoft Office, primarily Word, Excel and PowerPoint, and the ability to learn other software programs.
  - Ability to investigate and analyze information.
  - Ability to work independently and as part of a team setting.
  - Ability to successfully manage multiple projects and programs simultaneously.
  - Skills in organizing resources and establishing priorities.
  - Excellent written and verbal communication skills.
  - Strong focus on attention to detail.
  - Creative in developing new programmatic ideas and services.
  - Comfortable with public speaking.
  - Energetic with strong organizational skills.
- Physical Demands
  - Must be able to lift 15 pounds or more.
  - Ability to travel up to 2-5 times per year, including weekends.

## Work Environment

Exposure to a small and collaborative office environment with occasional travel.

## Apply

Please email cover letter and resume to Anne Gilbert, Director of Programs, at [info@cando-ms.org](mailto:info@cando-ms.org). Reference your name and "Online Programs Manager" in the subject line of the email.