



EDUCATION OPERATIONS MANAGER

Overview of Role:

The Education Operations Manager is responsible for managing the day-to-day delivery of our education courses, which will include overseeing the activities of the education operations staff associated with internally developed programming. They are also responsible for delivering on strategic and special education projects in collaboration with senior Education team colleagues.

Key Accountabilities:

- Managing the day-to-day activities of a team of Education Operations Coordinators, under the guidance and support of the Director, Learning & Program Development.
- Participating in divisional budgeting exercises and maintaining appropriate financial data and analysis.
- Together with senior Education team colleagues and the Marketing department, overseeing the date-setting process for all courses.
- Overall management and QA of the LMS (Brightspace) course portals.
- QA for Education department on ICD website.
- Tracking and monitoring of course revenues and expenses.
- Working with senior Education colleagues, as needed, to maintain an environment of continuous improvement and customer service excellence.
- Provides leadership for aspects of strategic education operations projects as required.
- Liaising with customers, partners and suppliers for seamless course delivery.
- Cheerfully and effectively providing assistance to, and information for, participants prior to, throughout, and upon completion of courses.
- Providing excellence in customer service, both internally and externally, to exceed expectations.
- Overseeing the administration of the ICD-RBC Foundation Governance Essentials Program Scholarship, including management of the ICD's relationship with the RBC Foundation.
- General administrative coordination of short courses as required, including material updates and acting as a virtual on-site planner, as necessary.



Qualifications:

- 5+ experience overseeing executive education delivery in an LMS enabled environment.
- Excellent oral and written communication skills with proficiency in both English and French an asset.
- Experience and passion for developing exceptional customer experiences.
- Proven ability in developing relationships with C-suite executives and volunteers.
- Proven ability to lead people and motivate others to produce results.
- Collaborative approach and experience working in cross-functional teams.
- Event planning and management experience.
- Excellent project planning and monitoring skills.
- Demonstrated attention to detail.
- Strong budgeting skills; comfortable dealing with statistics, metrics and analysis.
- Proficiency with Microsoft products.
- Proficiency with iMIS or related database software an asset.
- A professional image and confident approach.
- Completion of a post-secondary program in business, marketing, or related discipline.
- Ability to think out-of-the-box for creative problem solving.