



Position Description:

Title: Director, Education Development
Supervisor's Title: Vice President, Learning, Professional Development & Events
Supervisor's Name:
Department: Education
FLSA Status: Exempt
Revision Date: July 2025

Job Summary (*In just a few sentences, describe the purpose of this position*):

- Responsible for overseeing the creation, development, and maintenance of CAI's education content. This includes overseeing the Learning Management System, creation and maintenance of online and live virtual courses, planning and executing CAI webinars, and maintenance of classroom course materials. The Director also makes sure that CAI instructors have the materials and information they need to prepare themselves to teach.

Primary Duties (*Describe, in order of most critical first, the major job responsibilities for which the incumbent will be held accountable*):

- Oversee curriculum revisions for the PMDP program, including course books and materials, web resources, exams, and instructor training.
- Oversee and direct CAI's webinar program.
- Oversee CAI's Learning Management System (LMS) and online test engine.
- Lead the development of online and live virtual courses.
- Manage the applications for state continuing education credit.
- Oversee CAI's homeowner education programs.
- Oversee training opportunities for business partners including the Business Partner Essentials course.

Inter-Departmental Relationships *(Briefly describe how this position must interact with other departments):*

- Executive: Extensive interaction with CAI executive department staff in coordination of annual conference, special projects, updates on PMDP, and project implementation.
- Chapter Development: Communicate with chapters, faculty, and members to gather input on PMDP, homeowner education, and business partner education.
- Education: Lead curriculum development and updating and direct webinar program.
- G&PA: Provide relevant research data to assist in legislative education and outreach programs. Oversee incorporation of updates into PMDP courses.
- Finance & Administration: Work with Vice President to establish budgets, review financial statements and determine quarterly projections.
- Communications/Marketing: Work with staff on articles, publications, and promotional materials related to CAI's education programs.

External Relationships *(Briefly describe the types, purposes, and relationship with organizations and/or individuals outside the organization):*

- Extensive contact with members, subject matter experts, industry organizations, vendor firms and consultants and state regulatory agencies.
- Works with volunteer leadership on committee assignments, course updates, speaker selections for webinars and other events, and faculty development.
- Helps coordinate and make education content available to CAI's international learners in countries such as the U.A.E. (Dubai), Bahrain, Colombia, South Africa and Australia.

Critical Products/Services and Deadlines *(Briefly describe standard, major work products or services and their associated deadlines or timetables):*

- Oversee PMDP curriculum revisions (on-going).
- Oversee CAI webinar program (1-3 programs each month).
- Work with VP on content development for education events (on-going).
- Manage online course development (weekly).
- Ensure materials for live virtual courses are updated (weekly).

Fiscal Responsibility *(Briefly describe all budget, revenue, acquisition or other types of financial responsibility):*

- Oversees revenue and expense for online and live virtual PMDP courses, the CAI webinar program, Business Partner Essentials, and the homeowner education programs.
- Works with VP to develop the budget and regular projections.

Supervisory Responsibility *(List all positions supervised):*

- Manager Education and Office Administrator
- Manager, Instructional Design

Required Background:

- Education:
 - Master's degree preferred.
 - CAE preferred.
 - Association and/or adult education credentials and a background in training and development is preferred.
- Skills:
 - Excellent verbal and written communication, project development and management, ability to work with volunteer leadership and manage multiple projects simultaneously.
 - Strong project management and supervisory skills.
- Type Experience:
 - Association staff position in education or communications.
 - Experience in professional education programs, curriculum review, instructional design, faculty training helpful.
- Years Experience:
 - 5-7 years of progressive association experience.