



Position: Education Program Manager

Reports to: Vice President, Global Communications & Brand

Location: 100% Remote (Virtual); some domestic/international travel

The Opportunity:

The Clinical and Laboratory Standards Institute (CLSI) brings together the laboratory medicine community to develop and promote safe and effective diagnostic and testing practices around the world. We have developed 250+ global standards products and guidelines and support laboratories in 75+ countries around the world. Our work is essential to public health.

We are currently seeking a visionary **Education Program Manager** who will help us build out our strategy, organization, and capabilities for delivering instructional content and training for a global community. We expect this role to transition into a leadership position, managing a team of direct reports and outside contractors. We are looking for a highly motivated, exceptional, results- oriented professional, who is committed to high standards of performance and achievement.

The Education Program Manager will develop the curriculum and content strategy which may include webinars, interactive eLearning applications, workshops, videos, implementation guides and other derivative products, and other informational and instructional media. All activities and content must be developed to meet specific standards and practice area certification and continuing education requirements. The role will be responsible for helping define the business model to support these products, the integration across CLSI's global operations, and coordination with CLSI's subject matter experts on staff and among our volunteer contributors.

About the Role

Our organization is constantly growing and evolving. Key responsibilities for this role include, but are not limited to, the following:

1. Program Design & Strategy

- Define strategic framework and priorities for educational initiatives and training programs including training objectives, platforms, and media.
- Assess the market landscape and current offerings and gaps in training related to laboratory medicine testing and diagnostics.
- Identify constituencies and audiences that would benefit from CLSI training and collaborate with standards and user/member experience teams to assess educational needs, goals, and priorities.
- Conduct qualitative and quantitative research with users and members to better understand instructional needs and opportunities.
- Work closely with VP Global Communications and Brand and VP Strategy and Business



Development to develop a business model incorporating paid and "free" training, including certification and accreditation as well as membership benefit offerings

- Create business case for additional resourcing and assist in development of education program budget and revenue goals.
- Create and manage Advisory team to support education program development.
- Develop appropriate relationships within the learning community and professional training and certification arenas to increase visibility for CLSI offerings.
- Stay informed about competitive and innovative training and instructional offerings and best-in-class pedagogical practices.
- Attend conferences and workshops to help market and represent CLSI offerings and to monitor market activities and program opportunities.

2. Content Creation & Project Management

- Work collaboratively and cross-functionally with staff, volunteers, and vendors to develop innovative programs and tools to support instructional goals.
- Develop storyboards, scripts, lessons, and other collateral content.
- Assess engagement and outcomes with CLSI training materials and recommend improvements in education methods, tools, and procedures.
- Oversee the learning management system and perform continuous maintenance on "evergreen" modules to ensure relevance and accuracy.
- Collaborate with marketing partners to ensure visibility and engagement with training curriculum and materials.
- Scale ability to create multimedia educational content working with both internal and external creative teams.
- Foster relationships with existing and potential collaborative partners to create education and training that can reach new and existing audiences.
- Act as the main point of contact and P.A.C.E. Administrator for continuing education credits through ASCLS.
- Share and/or publish findings from educational and research projects.

What You'll Need:

Bachelors and/or Masters degree in education, education management, business administration, HR, communications, or a related field; a minimum of five years-work experience in communications and content creation, education and learning management, people development, education tech, and/or nonprofit management; and three or more years leading and/or building programs and teams. Professional or educational background in laboratory medicine preferred but not required.



Other Knowledge, Skills, and Abilities:

- Demonstrated instructional knowledge, including familiarity with the pedagogic concepts and tactics of teaching and eLearning to inform the development of educational programs.
- Familiarity with the field and practice of clinical and laboratory medicine and continuing medical education.
- Teaching certification or previous teaching experience.
- Exceptional communication skills. Able to communicate clearly, effectively, and concisely to diverse constituencies and audiences.
- Deep empathy and understanding for end-users, including the ability to assess needs, communication preferences, and learning opportunities.
- Ability to work on multiple projects simultaneously.
- Strong interpersonal skills for working with cross-functional staff, volunteers, users, leaders, and vendors or outside trainers.
- Smart decision-making and critical thinking.
- Strong leadership to oversee projects and teams which may include volunteer subject matter experts.
- Desired: Language fluency in Spanish, French, Korean, Japanese, Arabic or Chinese
- Ability to remain up to date on technology to provide the best user experience and avenues to access educational information and product content.
- Ability to consistently demonstrate cultural awareness and sensitivity to global constituents, comfort interfacing with leaders in all parts of the world.

Salary Range: \$70,000-\$85,000 annually + bonus + benefits. This range represents the expected salary range for this position. Ultimately, in determining pay, we'll consider your location, experience, and other job-related factors. The job is 100% remote/virtual.

To Apply: Email resume and cover letter to careers@clsi.org.

About CLSI (Clinical and Laboratory Standards Institute)

CLSI is the leading global non-profit laboratory medicine standards development organization, with over 24,000 professional members, 2000 active volunteers, and 250 standards products. CLSI standards are recognized by laboratories, accreditors, and government agencies worldwide as the best way to improve their testing outcomes, maintain accreditation, bring products to market faster, and navigate regulatory hurdles.

Visit clsi.org to learn more or follow us on [linkedin](#), [Instagram](#), [twitter](#), or [facebook](#).