Position Posting - Senior Learning Designer and Developer

ARMS seeks to hire a full-time Senior Learning Designer and Developer to join its team.

Affiliates Risk Management Services, Inc. (ARMS) is a New York-based nonprofit organization that assembles and administers a comprehensive insurance program of coverages for over 500 reproductive health centers across the United States. Key to ARMS's mission is providing risk-mitigation programs, internet-based and on-site education and training, and risk and quality management services to help clients enhance patient safety, improve health outcomes, and minimize the risk of loss.

The award-winning Center for Affiliated Learning (The CAL) is a Cornerstone powered Learning Management System that serves as the destination for education and training for over 14,000 learners. The Senior Learning Designer and Developer is part of a team that creates and develops courses and training for The CAL, many of which offer continuing education credit for healthcare and other professionals.

A successful candidate will be responsible for the design, development, maintenance, and quality assurance of eLearning courses, microlearning, virtual instructor-led training, gamification learning opportunities, and performance support tools in collaboration with ARMS's clients, outside experts, and the Associate Director of Learning Design and Development, to whom the position reports.

Greater NYC Metropolitan-based applicants are preferred. Applicants located in the Greater NYC Metropolitan area will have a hybrid work schedule, which is currently two days in the NYC Midtown office and three days at home, subject to change. ARMS will consider fully remote applicants residing outside the Greater NYC Metropolitan Area.

DUTIES AND RESPONSIBILITIES

1.   Design and develop eLearning courses, microlearning, virtual instructor-led training, gamification learning opportunities, and performance support tools.

2.   Update existing eLearning courses, microlearning, virtual instructor-led training, gamification learning opportunities, and performance support tools.

3.   Perform quality assurance checks on projects.

4.   Spearhead special projects, as assigned by the Associate Director of Learning Design and Development, to ensure instructional design best practices are used during the development process, creating efficiencies within that process, and expanding the toolset used in learning development.

5.   Work to ensure 508 and ADA compliance through all courses and content.

6.   Self-manage projects, with minimal oversight from the Associate Director of Learning Design and Development.

7.   Work with teams at ARMS, departments within the National Office, and affiliates to identify and address training gaps by creating learning opportunities.

8.   Create, maintain, and follow design and development standards, policies, and procedures.

9.   Work with internal and external Subject Matter Experts throughout the development life cycle.

10.   Support clear, concise, and timely communications about new and updated courses.

11.   Design and develop custom graphical elements to be used in courses, CAL materials, other technology, and within ARMS.

12.   Troubleshoot and fix course issues within Cornerstone, Articulate, or other tools. Demonstrate advanced knowledge of learning management systems and common problems/solutions.

13.   Advance the design and development program by remaining up to date on various technologies and methodologies used to create learning.

POSITION SCOPE

This position demands the ability to work projects through to completion with minimal oversight, guidance, and coaching. This position will contribute to the success of The CAL by increasing the number of learning opportunities offered, keeping learning opportunities up-to-date, being responsive to client needs/requests, and working closely with other ARMS teams, such as Insurance; Risk, Quality, and Patient Safety; Data Strategy and Analytics; Communications; CAL Platform and Onboarding, and Continuing Education, to produce and deploy learning opportunities.

PROBLEM-SOLVING

A successful candidate should be able to identify problems, such as gaps in course offerings or the development process. Depending upon the problem and its scope, they should be able to propose and execute a solution and/or bring it to the attention of the Associate Director of Learning Design and Development for further consideration.

KNOWLEDGE

Experience in designing, developing, and quality assurance of eLearning projects using Articulate products (required) and other tools. Experience in performing quality assurance checks on projects. Able to successfully design and develop multiple projects at one time.

CONTACTS

The candidate will collaborate with staff in other departments, clients, and outside organizations to produce work that is on time and that meet performance goals. The nature and extent of external contacts is determined by the project. The candidate must recognize the value of diversity and maintain relationships with staff and external audiences that respect individual dignity.

SUPERVISION

No current supervisory responsibility is required. The ability to successfully mentor other developers is required.

POSITION REQUIREMENTS:

Education:
Bachelor's Degree in related subject. Master's Degree preferred.

Experience:
Minimum five years of work experience developing eLearning. Minimum five years working with Articulate products or comparable tools. Minimum two years developing eLearning in a professional healthcare organization is required.

Related Skills or Knowledge:
Excellent organizational skills with a focus on details is required. The position requires strong oral and written interpersonal and communication skills to support excellent customer service. Candidate must have excellent grammar, spelling, punctuation, proofreading, and editing abilities.

Expert knowledge of rapid eLearning development tools such as Articulate/Rise, and graphics programs including Adobe Creative Suite. A strong understanding of adult learning theory and the ADDIE method is required.

The ability to write and edit content, instructional text, audio scripts, and video scripts and to design interactive and engaging learning opportunities. Full understanding of Kirkpatrick's Level of Evaluations and ability to write meaningful and measurable L2 evaluations.

Other Requirements:
The ability to change priority and direction quickly and seamlessly as requested is required.

SALARY RANGE: Salary Range: $95,000 to $105,000 per annum based on experience.

BENEFITS: ARMS offers a full range of employee and family-friendly benefits including medical, dental, vision, short term- and long term-disability insurance, life insurance, 401K program with employer contribution plus employer match, paid parental leave, and generous paid time off including vacation, sick, holidays, and personal days.

Please forward your resume to michelle_kolev@ajg.com.