

Institute of Transportation Engineers Position Description

Job Title: Professional Development Programs Associate

Department: Operations

Reports to: Senior Director, Professional Development

Direct Reports: None

FLSA Status: Exempt

Position Summary:

The Professional Development Programs Associate supports the planning, delivery, and continuous improvement of ITE's professional development and online learning programs. This role coordinates webinar and virtual learning operations, supports learning management system (LMS) administration, assists with annual meeting educational programming processes, and helps implement certificate and training programs.

The Associate serves as a primary coordinator for ITE's virtual learning activities and works closely with internal teams, subject matter experts, and volunteer leaders to deliver high-quality educational experiences across webinars, conferences, certificate programs, and on-demand learning offerings.

This position also provides administrative and coordination support for the technical department including technical councils and committees, including meeting logistics, communications, and website content updates. The ideal candidate is highly organized, customer-service oriented, technologically proficient, and comfortable managing multiple projects in a collaborative, fast-paced environment.

Essential Duties and Responsibilities

These are the duties and responsibilities as they are currently organized. Certain responsibilities may be adjusted as staffing needs evolve based on the nature and type of work.

Virtual Learning Programs

- Serve as the primary point of contact for logistics and administration of ITE Learning Hub webinars, including technical council and committee webinars, as appropriate.
- Coordinate webinar scheduling, registration setup, live event logistics, recordings, and post-event follow-up activities.
- Administer webinar development through the OpenWater platform in coordination with internal staff and subject matter experts.
- Coordinate with the Marketing & Communications team to support webinar promotion, learner communications, and content dissemination.

- Maintain and update on-demand learning content as directed within the LMS to ensure accessibility, consistency, and quality of learner experiences.
- Support the development and packaging of curated on-demand learning collections, including webinar series, certificate content, and special learning initiatives.

ITE Annual Meeting Support

- Support the implementation and administration of continuing education credit processes associated with the ITE Annual Meeting and other conferences, including coordination of documentation, participant tracking, and compliance-related activities.
- Support the CTO in administering the ITE Annual Meeting abstract submission and peer review process through the OpenWater platform.
- Configure and maintain abstract submission forms, review workflows, schedules, and participant communications associated with the submission and review process.
- Serve as the primary point of contact for abstract-related questions and provide support to submitters, reviewers, moderators, and session organizers.
- Coordinate the distribution of acceptance and rejection notifications following completion of the peer review process.
- Maintain and track presenter responses and related program information within centralized databases to support conference scheduling and educational programming activities.

Professional Development Programs

- Provide customer service and operational support related to the LMS, including learner registration, access assistance, certificates, reporting, and basic troubleshooting and issue resolution.
- Track participation metrics and assist with reporting and analytics related to professional development activities.
- Support the development and administration of new certificate and cohort-based learning programs.
- Manage student registration, rosters, participant communications, and instructor coordination for certificate programs and training cohorts.

Technical Program Council Support

- Coordinate with the CTO on communications and engagement activities related to the Council Leadership Team (CLT), including meetings, action items, and announcements.
- Assist in organizing and supporting monthly CLT Executive Group meetings and quarterly CLT meetings.
- Serve as the primary point of contact for maintaining and updating Council, Committee, and GIG landing pages and related digital content.
- Coordinate technical staff with the setup and coordination of council and committee virtual meetings and online collaboration activities.

Qualifications

- Undergraduate degree required; degree in education, communications, event management, business administration, non-profit management, or related field preferred.
- Experience with webinar platforms, learning management systems, or similar online events and learning technologies preferred.
- Preference for candidates with experience supporting professional associations, technical programs, conferences, or continuing education initiatives.

Experience

- Three to five years of progressively responsible experience in professional development, training coordination, meeting management, association administration, or related fields.
- Experience supporting webinars, conferences, online learning programs, or continuing education activities preferred.
- Experience working with volunteer committees, instructors, or technical subject matter experts strongly preferred.

Skills and Abilities

- Strong organizational and project coordination skills with exceptional attention to detail.
- Ability to manage multiple priorities and deadlines while maintaining a high level of accuracy and professionalism.
- Excellent verbal and written communication skills.
- Ability to communicate effectively with both technical and non-technical audiences.
- Strong customer service orientation and ability to work effectively with members, volunteers, instructors, and external stakeholders.
- Proficiency in Microsoft Office suite and virtual meeting platforms.
- Creative and proactive mindset with a willingness to identify opportunities to improve processes and enhance learner engagement.