International Society of Arboriculture
Headquarters Position Description

Job Title: Technical Resource Manager
Department: Educational Goods and Services
Reports to: Director of Educational Goods and Services
FLSA Category: Exempt

SUMMARY

Performs project management of technical resource development. This includes performing technical review of articles, online learning courses, public relations materials, books, videos, brochures, and other educational materials; managing outside technical review of educational materials; creating and managing correspondence; responding to technical questions; writing technical articles and other educational materials; coordinating committee activities; and supporting educational programming.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Understands ISA’s Vision Statement and adheres to ISA staff core values.
- Ensures that technical review policies and procedures are followed to maintain ISA’s high standards for publications and programming.
- Provides technical review of articles, online learning courses, public relations materials, books, videos, brochures, and other educational materials.
- Responds to technical questions from professionals and the public via email and phone.
- Serves as staff liaison to the International Safety Committee and the Plant Appraisal and Valuations Committee.
  - Arranges meetings and conference calls.
  - Works with committee chairs to prepare agendas.
  - Coordinates logistics for meetings including meeting facilities, AV, travel, lodging, and shipping of materials, if required.
  - Takes, manages, and distributes meeting notes.
  - Works with committee chairs to prepare reports, presentations, and strategic plan updates.
- Drafts technical articles for Arborist News magazine. Drafts base text for online courses, videos, and CD-ROMs. Drafts CEU questions for use in various educational materials and programming.
- Prepares technical presentations using PowerPoint and other presentation tools.
• Locates, selects, and/or generates photographs for educational materials development.
• Obtains appropriate permissions and waivers for use of text, photographs, graphs, illustrations, videos, audio, presentations, and other intellectual properties and materials.
• Sorts and organizes graphics for use internally or externally through the photo database.
• Compiles data related to educational goods and services, including CEU data, sales data, evaluations, needs analyses, and survey responses to help direct and improve educational programs.
• Assists in the development of budgets for programs and committees.
• Assists other staff members with duties related to educational development and programming.

Competencies
• Strong technical knowledge and skills in arboriculture and/or urban forestry.
• Excellent writing and communication skills.
• Good organizational skills and attention to detail.
• Ability to manage multiple projects simultaneously.
• Strong interpersonal skills and ability to work effectively within a team environment.

Supervisory Responsibilities: To be determined.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience
Bachelor’s degree in Urban Forestry or an arboriculture related field. (Forestry, horticulture, plant physiology, landscape architecture); Master’s degree preferred and/or training or experience in arboricultural or related practice; or equivalent education and experience.

Language Skills
• Demonstrated strong written and verbal English communication skills.
• Fluency in additional languages other than English is a plus.

Mathematical Skills
• Ability to apply basic to intermediate mathematical and statistical concepts.
• Ability to read, analyze, and interpret data and spreadsheets.
Decision Making/Reasoning Ability
- Ability to define problems, collect data, establish facts, draw valid conclusions, and determine appropriate action plans.

Physical Demands  The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is required to sit and talk or hear. The employee frequently is required to use hands and fingers for computer or phone usage. The employee is occasionally required to stand, walk, or reach with hands and arms.
- Some travel with overnight stays may be required.

Work Environment  The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Working conditions are normal for an office environment. Work may require weekend and/or evening work.
- The noise level in the work environment is usually quiet to moderate.

Technology and Equipment
- Uses Microsoft Windows and Office 2007 or later, including Outlook, Excel, Word, and PowerPoint.
- Uses educational development software including Articulate, Photoshop, and the Learning Management System.
- Uses database applications and the Internet.