



**Online Instruction Specialist (full-time, 35 hours/week)**  
**Office of Online Education**  
**Position 102066**

**Position Summary:** The Online Instruction Specialist is an important position in the growth of Online Education. The online Instruction Specialist is responsible for all interaction with online students, in support of their success in chosen online programs or courses. Must be in close communication with students to ensure high customer satisfaction, measured by retention and completion rates as well as surveys. Additional duties will include marketing and recruitment of students and instructional design.

**Essential Responsibilities Include:** Provide direction, oversight, and support to students when reporting any issues, concerns or problems in relation to online courses. Work collaboratively and across teams to accomplish goals and ensure success of programs. Contribute to the Online Education Office's communication strategy and campaigns to provide a positive customer service experience. Provide recommendations to deans, schools, and faculty based on survey results, in order to improve student experience. Engage in thorough communication with faculty, schools, and staff in order to provide students with excellent online experience. Develop online learning solutions by collecting and interpreting user feedback. Research and regular reporting on CUA retention and completion rates. Answer enrollment inquiries and provide guidance to faculty and students. Create and maintain procedures for ongoing communication with students, including determination of an effective CRM system. Main point of contact for all online students, for any help they may need to successfully complete their course or program. Provide direction, oversight, and support to staff in addressing student or faculty issues, concerns or problems in relation to online courses. Creation and implementation of customer satisfaction surveys, to ensure program or course improvements are made when necessary. Ensure online policies, programs and guidelines are followed by team and manage escalations/exceptions, as needed. Act as one of the main points of contact for our online vendor partners. Execute initiatives to grow online program enrollment. Offer suggestions or updates to maintain the website – in coordination with web content editors. Build and maintain positive working relationships with all deans and schools across the University, to foster effective online program development and growth. Maintaining positive working relationships with all deans and schools across the University, to foster effective online program development and growth. Build effective relationships with faculty and administrators to develop online program initiatives across the university. Design workshops and training materials to educate faculty on the different technologies used in the classroom.

**Minimum Qualifications:** A Master's degree with a minimum of three (3) years of relevant professional experience.

**Preferred Qualifications:**

**How to apply:** forward application, resume, and cover letter with salary requirements as an attachment to (salary expectations are considered part of application process): [CUARecruitment@cua.edu](mailto:CUARecruitment@cua.edu). Reference position 102066 in subject line of email. Please do not include photos on resumes and save documents with first/last names. **All applicants must be supportive of the mission and vision of *The Catholic University of America*.** Applications close on 6/11/18

**THE CATHOLIC UNIVERSITY OF AMERICA**  
*Office of Human Resources, 170 Leahy Hall*  
*620 Michigan Avenue, NE*  
*Washington, D.C. 20064*  
*(202)319-5050 FAX (202)319-5802*