

Job Description

Job Title: Manager, Knowledge Development	Date Prepared: March 2017
Incumbent Name: New Position	Division / Department: Member Services
Reports to (Title & Name): Senior Director, Operations	

Job Purpose

The Manager, Knowledge Development creates new content, drawing source material from the CCCC Knowledge Bank as well as researching and creating new content. Also provides technical support to CCCC members by answering their questions.

Strategically, this position supports the member perspective of the strategy map.

Key Job Functions	% of Time Spent on Function on an Annualized Basis
1. Answers questions from members on a wide variety of legal, financial and human resource topics.	30%
2. Manages a comprehensive process to identify and fill gaps in CCCC's Knowledge Bank.	10%
3. Managing CCCC's learning program including sourcing course facilitators, quality control and feedback (e.g. acting on suggestions for improvement, evaluating effectiveness of courses). Provides guidance (e.g. checklist) to administrative assistant on how to load courses into CCCC's learning management system. Collaborates with internal stakeholders in the design of online courses.	20%
4. Writes content for online courses, CCCC Bulletin, conference workshops and website.	35%
5. Represents CCCC as a speaker/presenter.	5%

Organization Structure

The following staff report directly: None

Decision Making and Authority

Decisions Made by You

- Interpretation of Income Tax Act, Excise Tax Act (GST) and charity law in responding to member inquiries.

Recommendations Made by You

- Providing guidance and research for group decision as it relates to identifying gaps in Knowledge Bank and design of online courses.
- Approaches for CCCC response on technical issues.

Skills / Knowledge / Experience / Education Required

- Minimum 5 years' charity governance, or management experience
- Undergraduate degree in Business or equivalent
- In-depth knowledge of charity governance, or charity leadership or Christian fundraising
- Demonstrated ability to create content (e.g. articles, webinars, blog posts, video)
- Gift for teaching and explaining complex ideas to non-technical audiences
- Experience or education in the area of adult/online learning (preferred)

Quantitative Data If Applicable

Number of Staff Supervised Directly _____ Indirectly 1 Total 1

Annual Operating Expense Budget \$Nil

Other Comments

Periodic travel across Canada and attendance at CCCC Annual Conference may be required.