

## **Learning Experience Manager**

### **About the Role:**

The Learning Experience Manager transforms existing course content and subject matter expertise into engaging, interactive learning experiences for members across live (in-person and virtual), blended, and on-demand formats. This role applies adult learning principles and evidence-based instructional design methods to develop instructionally sound, visually compelling learning assets—including storyboards, scripts, interactive modules, assessments, job aids, and multimedia components—while ensuring alignment with organizational standards, accessibility requirements, and continuing education (CE) expectations.

The position collaborates closely with internal stakeholders, volunteer leaders, subject matter experts (SMEs), writers, and vendors to manage end-to-end course development workflows—from needs analysis through launch and post-launch optimization.

### **About Us:**

The American Association of Medical Assistants® (AAMA) is the oldest and largest association dedicated solely to the advancement of the medical assisting profession in the United States. Medical Assistants are multiskilled members of the health care team who perform clinical and administrative procedures under the supervision of licensed health care providers. AAMA is headquartered in downtown Chicago, with convenient access to public transportation. We offer competitive benefits and the opportunity to grow professionally!

### **Key Functions:**

- Instructional design & course development
- Interactive eLearning production
- Live & virtual learning support
- Ensure quality assurance, accessibility and standards
- Project and workflow management
- Monitor learning analytics

### **KNOWLEDGE of:**

- Strong knowledge of adult learning principles, instructional design methodologies and learner engagement strategies.
- Working knowledge of accessibility and inclusive design practices for digital learning.

#### SKILLS *in*:

- Demonstrated skill building interactive eLearning modules with authoring tools.
- Proficiency creating instructional assets: storyboards, scripts, assessments, facilitator guides, and learner materials.
- Multimedia fluency: basic audio/video editing, image editing, layout/design fundamentals, and comfort working with production workflows.
- Excellent project management skills, including prioritization, timeline management, and managing multiple concurrent projects.
- Strong writing, editing, and proofreading abilities with attention to detail.
- Effective interpersonal and collaboration skills, including the ability to guide SMEs through reviews and revisions.

#### ABILITY *to*:

- Ability to translate complex content into clear, structured, outcomes-based learning experiences.
- Ability to work independently, troubleshoot issues, and propose solutions in a deadline-driven environment.
- Manage multiple projects, deadlines, and priorities simultaneously.
- Communicate clearly and professionally with internal teams, members, volunteer leaders, and external audiences.
- Collaborate effectively with editorial, marketing, and cross-functional teams.
- Exercise sound judgment when responding to public comments, inquiries, or sensitive situations.
- Maintain a professional attitude and maintain punctuality and consistent attendance with advance notification of absences.
- Work collaboratively with all AAMA staff.
- Work hours beyond the regularly scheduled workday when needed.

#### Compensation and Benefits:

- Salary position with a starting salary range of \$80,000 – 85,000
- Health, Dental and Vision Insurance with partial company paid premiums.
- Short-term and Long-term Disability Insurance.
- Life Insurance.
- 401K account.

- Full time employees accrue 2 weeks of vacation and 10 sick days per year, plus 11 paid holidays.

Location:

Chicago, IL preferred (hybrid schedule available); open to fully remote for exceptional candidates.

Physical and Environmental Demands:

**ENVIRONMENTAL DEMANDS *including:***

- Working in an office environment with light to moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

**PHYSICAL DEMANDS *including:***

- Sedentary office work although standing in work areas and walking between work areas may be required.
- Finger and hand dexterity to access, enter, and retrieve data using a computer keyboard or calculator, and to operate standard office equipment.
- Mobility to work in a standard office setting and use standard office equipment.
- Vision to read printed materials and a computer screen, make color distinctions, and have normal depth perception; ability to smell fumes like odorous gas; and hearing and speech to communicate in person, before groups, and over the telephone.
- Occasionally bending, stooping, kneeling, reaching, pushing, and pulling drawers open and closed to retrieve and file information.
- Ability to lift, carry, push, and pull materials and objects weighing up to thirty (30) pounds.

*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.*

Join the AAMA staff team as we support Medical Assistants!

**To apply, send your resume to AAMA Hiring Team at [spirani@aama-ntl.org](mailto:spirani@aama-ntl.org).**

*AAMA is committed to provide equal employment and advancement opportunities to all individuals based on merit, qualifications, and abilities. The AAMA does not discriminate in employment opportunities or practices based on race, color, religion, sex, sexual orientation, national origin, age, disability, or any other characteristic protected by law.*