



Staffing Agreement: Content Designer & Learning Strategist (Contingent* on San Antonio-based contract)

*See the *Compensation & Start Date* section for an explanation of the contingent nature of this role.

Role summary

The Content Designer & Learning Strategist will be responsible for collaborating with client guides, subject matter experts, and other stakeholders to design and develop curriculum materials that meet the needs of our products and our clients. They are in charge of contextualizing Fearless content and services to uniquely fit the client's needs and environment. This individual works closely with the Guides and Guides Delivery Manager to ensure the client receives services that align to their unique needs and context.

This role will also ensure that all things built within this contract have easy to use guides for the work developed to live on beyond our work together under this contract.

The ideal candidate will have a strong understanding of writing, storytelling, and visual design, and can work collaboratively with stakeholders across the organization. Your skill set is critical to our work because you strive to continuously develop and better yourself, your teams, and your organization.

Responsibilities

1. Content design and development (18 hrs/wk)

- Responsible for creating, adjusting, finalizing, and updating content assets [i.e. decks, facilitator's guides, toolkits, templates, visuals, and other assets] *in collaboration with* Guides and other members of the project team and with the client's needs at the center.
- Responsible for ensuring all client-facing deliverables are delivered on time (in accordance with our contractual obligations, and in accordance with our project timelines), with high standards of quality, and in accordance with the Fearless brand. Your goal is to ensure that our clients experience "delight" with every artifact and deliverable they experience from our team.



- Responsible for ensuring that *all things built and delivered* within this contract have easy to use guides for the work developed to live on beyond our work together under this contract.
- High bar of project management to arrive at the above outputs on time and in alignment with project timelines and content development processes.
- How we measure success:
 - Timelines: All outputs are ready for use on time. For existing content, two weeks in advance; for new content, one week in advance.
 - Quality: All content meets a high bar for professionalism and our content standards.
 - Leave-behind assets: all services and interventions we deliver during the contract have “leave behind” guides for the client to leverage ongoing.

2. Curriculum design and learning strategy (18 hrs/wk)

- Works with Guides and other project team members to identify requirements and constraints, analyze training needs, document environment and other special operating considerations, to design and develop scalable training solutions tailored for individual mission partner requirements.
- Develops high-level design concepts and storyboards to support design of training courses, materials, and delivery methods as necessary. Working closely with Guides and SMEs, develops services materials and toolkits, and coordinates with project team members to ensure services are developed or modified to achieve training objectives.
- Analyzes exit ticket feedback, client and participant feedback, and other evaluation mechanisms to support continuous improvement of services and the content/curriculum we deliver.
- Leads collaborative processes with the project team and—as appropriate—external SMEs and stakeholders, to develop and strengthen the services we deliver.
- Skillfully manages the project to arrive at the above outputs on time and in alignment with project timelines and content development processes.
- How we measure success:



- Timelines: All outputs are ready for use on time. For existing content, two weeks in advance; for new content, one week in advance.
- Impact: Participant and client survey scores (*examples of impact questions might include: Paradigm shift "lasting change in perspective," "Impacted my ability to do my job," "How likely are you to share something you learned?" Group session exit tickets, etc.*)
- Quality: All content meets a high bar for professionalism and our content standards.

3. Buffer (3 hrs/wk)

- This buffer-time allotment accounts for organizational or extraordinary requests, planning and preparation, etc.

Domain competency & growth

We use the [Competency Dictionary](#) to establish a shared language so that everyone at Fearless Guides can (a) set clear, explicit expectations, (b) give and receive meaningful feedback, and (c) support our own and each other's growth. The table below outlines the expectations for your role. **The three most important competencies for the role are underlined in red text.**

AREA 1: Operating & Managing	
<u>Organizing, Planning, & Executing</u> The Content Designer & Learning Strategist must be competent at organizing, prioritizing, tracking, and managing workflow and resources.	1.5
Making Decisions & Demonstrating Judgment	1
<u>Learning and Continuously Improving</u> The Content Designer & Learning Strategist must strive to continuously develop and better self, teams, and organization.	2
Domain Expertise	1.5
AREA 2: Building Relationships & Influencing Others	
Building Relationships & Networks	1



Understanding Perspectives	1.5
<u>Communicating Effectively</u> The Content Designer & Learning Strategist must be competent at using appropriate media to deliver messages and can effectively convey information through these avenues.	2
Influencing Others to Achieve	1
AREA 3: Reasoning & Strategic Thinking	
Defining the Opportunity/Problem	1.5
Conducting Analysis	1
Synthesizing, Integrating, & Developing Strategies	1
AREA 4: Culture Code & Client Code	
	1.5

Authority & decisions

- **Final products.** You decide the final end-state of prime content: the look of deliverables, readings and resources, activities, etc. The product and client teams will heavily inform the end state, but you have authority over the final product.
- **Continued subject-matter expertise.** For the areas in which you are a subject matter expert or are developing expertise, you decide how to deepen and develop that expertise.
- **Curriculum support.** You decide how to set up guides and project teams for success regarding curriculum.

Potential challenge areas

Below are the potential challenges someone might face in this role:

- **Balancing Production & Quality.** You will be challenged to hit production and content training schedule deadlines along with the staffing and preparation that goes with production schedule requirements—all while producing content that meets the bar set by the content team.



- **Balancing delivery needs and participant experience.** You will be challenged to figure out how to develop content that meets delivery needs (scaleable, efficient, timely, etc.) and ensures a positive, impactful participant experience.
- **Serving internal and external audiences.** The content team must be excellent at building content that puts the user/participant and the delivery team—guides in particular—at the center of the universe, depending on the scenario. This will challenge content developers to clarify who the user is for each piece of content and how that changes the language used (internal vs. external), who to involve for input/advice, etc.

Team structure

This position will report directly to Amanda Novak, one of our Guides who will be staffed on this project.

Hours and availability

- **Hours per week:** This role amounts to approximately 40 hours weekly, and has a billable target of 1750 hours over the course of 12 months.
- **Internal availability:**
 - *“Team Time”:* Our internal team seeks to be available and often schedules team meetings Wednesdays and Thursdays between 10am-2pm ET, what we call “Team Time”. You are not required to hold those times open, but you’re welcome to join us in GatherTown for collaboration. You may be invited to team meetings during that time (Hour of Happy, State of the Guides, planning activities); you will be optional to all of these meetings, unless explicitly stated otherwise!
 - *Project team availability:* your supervisor will work with the whole team to establish meeting times that work on a recurring basis for the project team.
- **Remote work:** You can work anywhere you’d like! You will need to attend in-person meetings as required with fair advance notice.
- **Client/participant availability:** We are committed to being available to clients based on the standard working hours per their time zone. Our clients are based in the



United States, so team members who are not in the U.S. must be available for live meetings and other client requests as needed.

Experience

An ideal candidate might also have some of the following:

- 3 years or more of experience in curriculum design and development or similar experience.
- Experience developing curriculum for both online and offline delivery.
- Demonstrated ability to work collaboratively with subject matter experts, instructional designers, and other stakeholders.
- Strong project management skills, including the ability to manage multiple projects simultaneously and meet deadlines.
- Excellent written and verbal communication skills.
- Strong problem-solving skills and the ability to think creatively and outside the box.
- Experience working in education, training, or a related field.
- Ability to work independently as well as as part of a team.
- Flexibility to adapt to changing requirements and priorities.
- Attention to detail and a commitment to delivering high-quality work.
- Willingness to learn and stay up-to-date with the latest trends and best practices in curriculum design and development.

Compensation & Start Date

This position is contingent upon Fearless being awarded a contract with a San Antonio-based organization. Should the contract be awarded, your official start date will be set within the **range of August 12 to August 31, 2024**, allowing for any necessary adjustments based on the finalization of the contract details. We will notify you promptly of the exact start date once the contract award is confirmed.

32 hour workweek: salary band of \$66,400 (low) - \$92,800 (high) with 4% 401K matching.



40 hour workweek: annual salary of \$83,000 (low) - \$116,00 (high) with 4% 401K matching.

Benefits

Paid Leave

We offer 20 days of accrued PTO and 12-13* company holidays. We also have two week-long office closures for Fearless Guides employees to take a team-wide break: 1) the week between Christmas and New Year's and 2) the first week of July.

*If Christmas Eve falls on a workday, we close the office that day.

Insurance

We cover 75% of the team member premium for [Medical, Vision, and Dental coverage](#) on the Group Plan and 50% of the premium for one family member, if applicable.

401(k)

We match up to 4% of your salary in a 401k Matching Plan, available immediately upon hire.

Flexible Hours

We don't dictate when you work your 40 hours except for our agreed-upon shared spaces. (See "Hours and Availability" section). It's also critical that you work with your supervisor to set your schedule to meet the needs of your client.

Remote work allocation: \$150/month for approved remote work expenses = \$1,800 annually.