



KNOWLEDGE
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Job Title:	Manager Executive Education		
Department/Group:	Knowledge Now MAX – Executive Education Division		
Location:	Karachi		
Level/Salary Range:	25,000 PKR + Performance based bonus		
Reporting:	Director Operations	Travel Required:	None
Office Location:	Islamabad Evacuee Trust	Position Type:	Full-Time
Job Description			
<p>Job Purpose:</p> <p>This is a pivotal position at Knowledge Now MAX, it's a client facing role and the position works in close contact with Senior Industry Leaders, Faculty Members from Top Business Schools, Consulting Firms and other research related projects. Also, the work on the backend is collaborative where the individual would be required to get the requirements implemented through other team members and organizational stakeholders. The position requires zeal, enthusiasm, discipline and strong English (both written and spoken). We are ONLY looking for females for this role.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> • Work with Knowledge Now MAX (KN MAX) clients to develop programme design and content as per their requirements • Work with KN MAX faculty on content development and masterclass material. Pass the requirements to the team for developing marketing collateral including, landing pages, brochures and social media campaign • To conduct faculty search, approach the top academicians and senior industry leaders to join our programmes • Maintain a record of all the communication in the daily assignments • Produce programme design documents following the well laid out methodology • Generate industry benchmarks and continuously compare programme quality and cost with industry • Keep the knowledge management systems updated including faculty management system, alumni directory and other required documents • Confer with management team to identify trends and key lecturer interests and concerns to provide advice on business decisions and standard operating procedures. <p>Client Relationship Management</p> <ul style="list-style-type: none"> • Greets all Professors, Lecturers, Coaches, Facilitators, Moderators, and Guest and/or Webinar Speakers. • Ensures that all the necessary information in regards to the programme has been shared; including important documentations, case-studies, book references, invoices, passport and travel details. • Establish and maintain cooperative professional relationship with speakers during and after the program. • Document communication; provide updates to Management team on the status of speakers. • Engage in promoting or creating good will for KN MAX with its Lecturers and Speakers • Respond to all requests for information from Lecturers and Speakers 			



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- Communicate Lecturer classroom needs, online assessments, pre-readings to relevant team members in due time to ensure that all events take place smoothly
- Resolve customer complaints by investigating problems; developing solutions; preparing reports; making recommendations to management

Developing New Business

- The manager is responsible for designing business proposals for the clients and providing bespoke solutions
- Contact and explore new clients and develop brand awareness for Knowledge Now MAX services locally and internationally
- Keep Knowledge Now MAX website updated with respect to the content and latest organizational practices and clients
- Apply for relevant tenders and RFPs

Research

- Be apt in producing benchmark documents
- Design and conduct research in senior executive industry to analyze trends and needs of the market
- Conduct research on latest programmes and their pedagogy
- Write two blogs every month on topics related to executive industry
- Be aware of both qualitative and quantitative research methodologies

Skills/Qualifications:

- Requires excellent written and verbal communications.
- Ability to effectively work under tight deadlines and multitask.
- Excellent people skills and an upbeat and enthusiastic attitude.
- Strong organizational skills and keen attention to detail.
- Strong computer skills
- Superior professionalism and judgment
- Strong work ethic
- Strong crisis and stakeholder relationship management skills
- A Bachelor’s degree in journalism, marketing, business, communications, or a related field is required

Reviewed By:	Imran Zawwar	Date:	29 Dec, 2016
Approved By:	KN MAX Management Committee	Date:	