



**Position Title:** Manager, Knowledge Management

**Salary:** Open

**FLSA:** Exempt

**Report to:** Vice President, Member Programs and Services

## **DESCRIPTION**

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The Global Cold Chain Alliance (GCCA) is a trade association that serves the global temperature-controlled supply chain industry, otherwise known as the “cold chain.” We represent organizations that handle, store, and transport the food we eat. We have 1,300 member organizations in 85 countries around the world.

GCCA is seeking a Manager of Knowledge Management to join our dynamic team to manage the Member Inquiry Program and develop educational programming for GCCA events; based upon member needs identified in the Inquiry Program.

GCCA offers a comprehensive benefits package including health insurance, dental insurance, life insurance, and matching 401(K) contribution. GCCA headquarters offices are located in National Landing/Crystal City, 241 18<sup>th</sup> Street South, Suite 621, Arlington, Virginia; next to the Crystal City Metro station. GCCA is an EEO employer.

*Interested candidates should submit a cover letter, salary requirements, and resume to [cperry@gcca.org](mailto:cperry@gcca.org). No calls please.*

## **RESPONSIBILITIES**

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### **Member Inquiry Service Management**

- Facilitate the association’s “Ask an Expert” member inquiry service
- Prepare monthly reports for staff and stakeholders on how the service is being utilized
- Prepare annual reports for specific companies on how they have utilized the service
- Continuously evaluate the success of and improve upon the inquiry service
- Monitor and participate in the GCCA Online Community; one source of inquiry questions
- Log member inquiries (that come from all avenues) in the membership database
- Serve as Staff Liaison to the Crisis Management GO Team

### **Volunteer Management**

- Act as the staff liaison to the Scientific Advisory Council (SAC) – a committee of food science and logistics specialists and the association’s go-to resource for technical member questions

- Meet with the Council Chair quarterly to evaluate and improve SAC involvement
- Develop agenda for SAC conference calls and facilitate quarterly meetings
- Utilize the Council to answer questions from the Member Inquiry Service

### **Educational Programming at GCCA Events**

- Stay up-to-date in adult learning best practices and new, engaging programming formats to implement into association events.
- Work with GCCA leadership and member committees to build a framework and focus for educational programming at each event.
- Identify, invite and prepare speakers and facilitators
- Provide speakers with information and materials, orchestrate planning calls
- Prepare session descriptions with the assistance of the marketing department
- Prepare session introductions and instructions for GCCA staff room monitors
- Serve as the on-site lead and contact for speakers at events
- Regularly scheduled GCCA events to program include but are not limited to:
  - IARW-WFLO Convention (lead role)
  - CEBA Conference & Expo (lead role)
  - Cold Chain Policy Forum (co-lead role)
  - European Cold Chain Conference (supporting role)
  - Latin America Cold Chain Conference (supporting role)
  - Brazil Symposium (supporting role)

### **Educational Programming at External Events**

- Manage the education sessions at external events where GCCA has strategic interest
- Draft session descriptions; with the assistance of marketing
- Coordinate speaker involvement and at least one planning call per session
- Work with whomever will be the GCCA staff member onsite to ensure they are prepared

### **QUALIFICATIONS**

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- ✓ 4-year degree
- ✓ Excellent organizational, written, and verbal communications skills
- ✓ Experience in learning program management
- ✓ Ability to manage multiple projects and meet deadlines on time
- ✓ Experience working with volunteers
- ✓ Organized, driven and results-oriented
- ✓ Strong interpersonal skills and high level of diplomacy
- ✓ Ability to travel (international and domestic) as needed