

EDUCATION AND DEVELOPMENT MANAGER

Location: New Castle, DE

\$86,900 to \$106,500 annualized (Grade 109)
(Salary commensurate with experience and skills)

Opening Date: October 27, 2025

Closing Date: November 25, 2025

I. POSITION SUMMARY

The Education and Development Manager is primarily accountable for providing overall guidance to the strategic training and development activities throughout the Authority. This function supports the overall business strategies and help the businesses grow through educational and development initiatives. This includes developing and enhancing the business's talent and evolving Delaware River and Bay Authority's future leaders. This position is responsible for end-to-end provision of educational services and products to enable and inspire the Authority management and employees. The incumbent in this position diagnoses the Authority's needs, recommends the appropriate mix and emphasis to improve Authority effectiveness, and implements the proper programs. This position also develops and approves the content, methods and materials for training and may also conduct training courses. Typical program development includes but is not limited to personal and career development, supervisory/management/leadership development, implementation of mentor programs, community giving programs, etc. The Education and Development Manager position works under the direction and support of the Chief Human Resources Officer but also from the business and functional leadership teams.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops, promotes, and implements training and educational opportunities to meet the needs of the Authority and support the development of Authority employees.
- Assists in the development of the annual education and development program plan, strategically addressing the needs of the Authority, completed prior to budget cycle; plans departmental/functional training budgets, forecast costs and delegate numbers as required by Authority planning and budgeting systems.
- Develops, manages, and implements staff and management training programs to develop employee skills and impart organization policies and practices. Works with outside vendors for special training services or needs.
- Monitors and evaluates effectiveness of training and orientation programs; recommends new approaches, policies, and procedures to effect continual improvement in employee training, development and career paths.
- Draft documentation to secure funds both within the Authority and available from external sources that will assist in the Authority's meeting ongoing professional development needs.
- Assists in the development and effectively communicates a learning strategy for the Authority and provides an annual learning plan that supports strategic plans.
- Works collaboratively across the businesses and departments to manage the commercialization of the education and development program.
- Ensures services are trusted and valued offerings for the Authority management and employees generating significant revenue to the Authority and a return on investment.
- Ensures services are utilized within the Authority to enable all departments to perform effectively and meet their business goals and objectives.

- Must pivot between multiple training audiences (marine operations, maintenance, airports, police, safety, administration), different locations, and methods.
- Assists department management in performance management processes by providing appropriate training in performance appraisals (conducted by internal or external sources).
- Identify select and manage external training and accreditation bodies, agencies and providers necessary to deliver required training to appropriate standards; plan and deliver training courses personally where necessary to compliment that provided externally or internally by others.
- Research new technologies and methodologies for workplace learning.
- Develop, implement and evaluate packages that are engaging, support internal learning, and where possible are delivered via an on-line learning system.
- Consider learning objectives, consult with subject matter experts (SMEs) and source relevant information to develop relevant and contemporary content.
- Contribute to the identification and design of tools to automate and streamline processes within the businesses and HR team and when connecting with the broader Authority.
- Train and supervise employees in the development of e-learning skills to better allow them to create their own e-learning packages.
- Design and develop technical documentation and user manuals ensuring ease of use.
- Review existing documentation stored within the document information system and create new documentation when relevant.
- Assess relevant training needs for staff individuals and Authority in consultation with departmental heads, including assessment methods and measurement systems entailed.
- Stay informed as to relevant skill and qualifications levels required by staff for effective performance and circulate requirements and relevant information to the Authority as appropriate.
- Participates in contract negotiations with academic institutions, and monitors on-site programs and participation.
- Ability to provide superior customer service to everyone by responding in a courteous and efficient manner

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstrated ability to identify business learning needs and develop strategies and associated plans
- Strong understanding of training and development principles and practices including learning needs analysis in the creation of learning programs
- Proven ability to collaborate and consult to obtain relevant information from subject matter experts (SMEs) to attain proven results
- Generalized knowledge of all Human Resources functional areas and Authority diverse business operations
- Ability to be recognized as a change innovator within the Authority
- Must possess an open and approachable management style with the capacity to engage constructively and respectfully with individuals of diverse backgrounds and abilities to achieve high quality outcomes
- Highly developed interpersonal skills with the ability to inspire and lead others to achieve challenging results including the ability to motivate with a positive attitude at all times
- Exercise judgment within well-defined practices and policies to select methods and techniques for obtaining solutions
- Analyze data and evaluate factors to solve problems of a diverse nature and scope
- Ability to establish and maintain effective working relationships across the Authority as a team member within the mission, vision, and values of the Authority
- Excellent oral and written communication skills; confident public speaker; must be confident, articulate and clear with all levels of management and employees
- Strong organization, project, and time management skills with ability to handle multiple projects simultaneously to completion; attention to detail a must

- Open and approachable management style
- Demonstrated effective computer skills in Microsoft Office (Word, Excel, Access, Outlook, and PowerPoint)
- Ability to provide excellent customer service skills to internal and external customers

IV. REQUIRED EDUCATION AND EXPERIENCE

- Bachelor's Degree in Education, Business or Human Resources-related field; or any equivalent combination of experience and training which provides the required knowledge, skills and abilities
- Master's Degree with Professional Certifications preferred
- Minimum of three (3) years of professional training and curriculum development experiences (workplace training and assessment), five (5) years preferred
- Hands-on experience in managing and developing training programs in an inclusive workforce preferred
- Experience working in a Union environment a plus
- Experience developing education programs in transportation or public sector industry a plus

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license
- Professional Certification preferred (e.g., CIPD in learning and development, SHRM-CP/SCP or SPHR/PHR)

VI. SPECIAL REQUIREMENTS

- Subject to a background investigation, pre-employment physical, and drug test
- Delaware River and Bay Authority requires that all employees have direct deposit with a financial institution to receive their bi-weekly pay
- Available to travel to different Authority facilities as needed
- Available to support business operations outside of normal business hours as needed

If you are interested in applying for this position, please complete the on-line application at www.drba.net. In addition to the online application, please attach a current resume.

The Delaware River and Bay Authority is an Equal Opportunity Employer