



## **Coordinator, Digital Learning Operations**

*Professional Education, Meetings, and Strategic Partnerships Business Unit  
Non-exempt*

### **Reporting Structure:**

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The Coordinator, Digital Learning Operations reports to the Senior Manager, Digital Learning Operations.

### **Qualifications**

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Successful completion of a Bachelors' degree. Previous experience in professional education, continuing medical education (CME) or nonprofit association environment preferred. Ability to operate effectively both independently and within a team environment. Must have excellent organizational, interpersonal, written and oral communication skills. Computer proficiency in Microsoft Office, Excel, and ability to learn to use IMIS efficiently. Excellent customer service, problem solving, and judgement skills. Some travel will be required.

### **Key Responsibilities**

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- Provide administrative support overseeing the help desk for the Academy's learning management system.
- Provide administrative support as the master scheduler supporting AAO-HNSF's Education Committee member volunteers and professional education and digital learning initiatives.
- Provide administrative and committee meeting management support for AAO-HNSF's Education Steering Committee and specialty committees.
- Demonstrated ability to provide excellent customer service, problem solving, and judgement skills.
- Maintain a reporting relationship with the Senior Manager, Digital Learning Operations with each assignment.
- Supervise the Coordinator, Digital Learning and provide training and support.

### **Specific Duties**

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- Serve as the help desk administrator for the Academy's learning management system.
- Provide service excellence to all internal (staff) and external inquires (member and non-member support) with a positive attitude, sense of urgency, and attention to detail to address and resolve inquiries promptly.
- Provide administrative support for all CME transcript inquiries.
- Provide help desk support communication (written and visual aids) to assist learners.
- Provide administrative support for financial transactions for the Academy's learning management system working in collaboration and support with AAO-HNSF's Finance & Administration Business Unit.
- Provide administrative support as the master scheduler supporting AAO-HNSF's Education Committee member volunteers and professional education and digital learning initiatives.
- Provide administrative support as the master scheduler for the *Bulletin* – Education Committee submissions: Clinical & Practice Management Column; and Pearls from your Peers Column.

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*Please submit your resume, cover letter and salary, expectations through one of the following options:*

- **Email:** Attach a Word document or copy and paste your cover letter and resume and send to [employment@entnet.org](mailto:employment@entnet.org).
- **Mail:** AAO-HNSF, 1650 Diagonal Road, VA 22314-2857 Attention: Human Resources
- **Fax:** 1-703-683-5100



- Provide administrative support as the master scheduler supporting department activities related to the Annual Meeting which includes the Annual Meeting Expert Interviews and Education Committee Podcasts.
- Coordinate all Annual Meeting booth management needs to support the team which includes the department schedule, packing team supplies, and learner support aids.
- Provide administrative and committee meeting management support for AAO-HNSF's Education Steering Committee and specialty committees.
- Maintain shared documents within the department.
- May participate on internal teams, either through formal assignment, or on an ad hoc basis.
- Consistently demonstrate courteous, cooperative, and helpful behavior to all contacts, internal and external.
- Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either orally or in writing.

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