



Coordinator, Research & Quality

*Research and Quality (R&Q) Business Unit
Non-Exempt*

Reporting Structure:

The Coordinator, Research and Quality reports to the Senior Manager, Quality Product Dissemination.

Qualifications

BA/BS or 1-2 years of experience in professional association or project management required. Strong organizational skills demonstrated through the ability to balance and prioritize multiple projects and identify resources for projects in a dynamic environment.

Self-motivated and able to quickly recognize needs, gauge priorities, initiate tasks, resolve issues, and perform responsibilities with guidance from supervisor. Strong interpersonal skills with demonstrated success working in a collaborative environment. Superior verbal and written communication skills, including concise and effective business writing, high quality proofreading and editing.

Experience with MS Office Applications (Excel, Word, Power Point, Outlook), web content editing, Internet search, and the ability to learn new webtools and applications a must. Excellent customer service skills required. Experience in physician office, health system, or medical association a plus. Some travel may be required.

Key Responsibilities

- With oversight of the Senior Manager, Quality Product Dissemination, responsible for the management and coordination of Business Unit (BU) promotional, design and publications as needed.
- Responsible for the coordination of all BU membership database needs.
- Responsible for the updates of BU webpages as needed.
- Responsible for the coordination of internal/external BU meetings (minimum of 8/year)
- Work cooperatively with members, committees, other professionals and staff.
- Provide day-to-day administrative support to BU operations

Specific Duties

- Coordinate the facility, catering, hotel and group activity needs for all BU meetings including contracts, catering orders, meeting materials and participant travel reimbursements.
- With assistance from BU staff to revise and maintain existing web content, including Reg-ent, Research & Quality products, and BU committee pages, using the Content Contributor Manager Software.
- Work collaboratively with Information Technology and Communications staff and external vendors (when assigned) to assist with the design and maintenance of the BU webpages.
- Manages the deliverables for all CORE grantees (e.g. progress reports, no cost extensions, final financial reports.)

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.
- **Mail:** AAO-HNSF, 1650 Diagonal Road, VA 22314-2857 Attention: Human Resources
- **Fax:** 1-703-683-5100



- Work with the Reg-ent registry Program Manager to copy attachments and reports from FIGmd and CMS to appropriate folders on the Reg-ent shared drive.
- Work with the Senior Managers, the Reg-ent Program Managers, and Analysts with inquiries from the various Inboxes for the BU, including but not limited to Reg-ent, Measures, Quality, CPG comments, and CORE.
- Works with Member Engagement and BU staff to ensure advisory panels, guideline panels, Reg-ent Executive Committee, Clinical Advisory Committees, task forces and study section coding within the membership database is current to ensure proper honor point distribution.
- Coordinate BU contributions to the *Bulletin* magazine, OtoNews e-newsletter and other Academy media, including the facilitation of review and edits from the BU staff.
- Provide support for Research and Quality committees and BU activities at AAO-HNSF Annual Meeting & OTO EXPO.
- Coordinate with BU staff in the processing of reimbursements, invoices, check requests, travel reimbursements and ensures proper tracking to ensure budget is met.
- Manages BU purchases and reconciles monthly statements, ensuring transactions are coded properly and appropriate authorizations have been acquired.
- Manage the acquisition and distribution of office supplies with facilities staff.
- 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.
- Consistently demonstrate courteous, cooperative and helpful behavior to all contacts, internal and external.
- May participate on an internal team, either through formal assignment, or on an ad hoc basis.

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