

Job Description for:
Program Manager, Meetings
Global Education, Meetings, and Strategic Partnerships Business Unit
Full Time
Exempt

Reporting Structure

The Program Manager, Meetings reports to the Senior Manager, Global Education, Meetings, and Strategic Partnership.

Qualifications:

- Bachelor's Degree and/or 1-3 years' experience in a professional office environment/association required.
- Outstanding customer service, organization, and time-management skills are essential.
- Must demonstrate initiative, ability to meet deadlines, and assign priority to multiple projects effectively.
- Excellent written and oral communication skills including ability to proofread and edit documents.
- Strong knowledge of Microsoft Office products.
- Ability to learn association management system (iMIS), databases, and online tools such as Survey Monkey and Doodle survey.
- Familiar with web-based technologies in general and, ideally, with specific online education technologies (e.g., abstract management and virtual meeting platforms).
- Some travel required.

Key Responsibilities:

- Serve as initial customer contact for inquiries regarding the Annual Meeting education program.
- Work directly with the Senior Manager to administer the Annual Meeting education program.
- Provide administrative support for departmental staff as needed.
- Serve as the staff liaison to the *Bulletin* Editorial Group (BEG) that includes attending monthly meetings, circulating, and capturing department edits for the monthly *Bulletin*.
- Collaborate with meeting staff on logistical components regarding the education program.

Specific Responsibilities:

- Assist the Senior Program Manager in creating department budget and keeping in-line with projected expenses and revenue.
- Work with the Senior Manager to create, format, disseminate, and continually update the Annual Meeting *Otolaryngology-Head and Neck Surgery* Journal supplement.
- Maintain and update, as necessary, faculty and program content within the speaker management system.
- Assist with creation and maintenance of the Event Specifications Guides for small meetings and the Annual Meeting.
- Manage the Annual Meeting Lecture Recipients process that include communication, preparing and distribution of documentation, collection of meeting materials, coordination of housing and registration, and processing honorariums.
- Manage and process Annual Meeting speaker honorariums.
- Aid and serve as back-up for the Mobile app, or equivalent, updates.
- Manage the CME certificate process; work with the Education team to craft of the evaluation questions (per

ACCME guidelines); develop the certificates; ensure all credits are accurately captured in the speaker management system; collaborate with IT to transfer the credits to iMIS; create and generate all reports for IT, Education, and the Annual Meeting Program Committee; ensure the speaker evaluation data is accurately tallied and transferred to the speaker management system; field questions from Annual Meeting registrants; and manage onsite operations of the CME booth or equivalent.

- Manage and coordinate the distribution of Annual Meeting speaker participation certificates and evaluation scores.
- While onsite at the Annual Meeting manage and monitor the Speaker Ready room and room monitors; collect room attendance data from monitors.
- Track inventory and order supplies for the business unit; order poster ribbons and exhibit awards and delivery.
- Requests, collects, and enforces 100% compliance that all Annual Meeting speakers have completed their conflict of interest form and all other speaker tasks.
- Maintain the vendor list.
- Assist in the development of the staff resource guide.
- Aid with special departmental projects as directed by Director.
- Consistently demonstrate courteous, cooperative, accountable, and helpful behavior to all contacts, internal and external.
- Communicate staff/member/vendor concerns to appropriate staff in a timely manner to facilitate improvements in customer service.
- 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.