Coordinator, Digital Learning Operations

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

Reporting Structure:

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

Qualifications

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

- 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.

Specific Duties

- 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-HNS’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.

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

Updated April 2020
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