Program Manager, Communications

Communications Business Unit
Exempt

Reporting Structure:

The Program Manager, Communications, reports to the Senior Manager, Media and Public Relations.

Qualifications

Bachelor’s degree in communications, business, or related field; one to three years’ experience preferred. Solid organizational and problem-solving skills demonstrated through the ability to balance exceptional attention to detail with big-picture perspectives. Strong verbal and written communication skills, including clear, concise, and effective professional writing and copywriting, precision, and accuracy essential. Self-starter comfortable with managing multiple priorities in a fast-paced, dynamic environment. Team-oriented with the ability to work collaboratively with colleagues and provide superior customer service. Demonstrated advanced proficiency in Microsoft Office (Word, Excel, PowerPoint, and Outlook) required; ability to become proficient with iMIS association management software platform. Adobe Creative Suite and WordPress experience a plus.

Key Responsibilities

- Provide production and editorial coordination/support for the Bulletin, the monthly member magazine; two scientific journals; and OTO News, the weekly member e-newsletter
- Deliver exceptional customer service for ENThealth.org subscription and licensing program and prepare monthly financial reports
- Prepare financial/budget reports for Communications Business Unit programs and services as assigned

Specific Duties

Publications

Bulletin
- Coordinate with contributors, publisher, and Managing Editor to help effectively plan, organize, and support Bulletin production deadlines and content, print and online
- With direction from the Managing Editor, create guidelines and tools to ensure magazine content production is on schedule and appropriate
- Produce monthly Bulletin electronic Table of Contents email and distribute via email marketing system

Journals
- Work with Managing Editor and Assistant Managing Editor in peer review process
- Check submitted papers for proper format and material and assign them to editors for review or return them to the authors for edits as appropriate
- Archive transfer of copyright agreement forms for accepted manuscripts

OTO News
- Provide editorial and production support for OTO News

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 May 2018
Patient Information

- Coordinate licensing and subscription program(s) for the patient website, ENThealth.org, including billing and copyright agreements
- Maintain subscriber lists and help subscribers determine when/how/where to access subscription content
- Help develop and deploy subscriber-facing emails
- Coordinate responses to member inquiries about the website including Find an ENT

Other

- Manage Communication Business Unit credit card charges, invoices, and other financial statements
- 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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