

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

**Report Structure:**

The Program Manager, Education reports to the Director, Education.

**Qualifications:**

- Successful completion of a Bachelors' degree
- Previous experience in association environment required
- Intermediate/advanced level of computer skills to include Word, Excel, and web utilities including basic knowledge of HTML and Tableau
- Three to five years' previous project management experience, especially with web-based technology
- Understanding of association management systems
- Good analytical, verbal, and written communication skills

**Scope and depth of skills/knowledge:**

- Excellent organizational skills, including the ability to work on multiple projects simultaneously and manage competing deadlines
- Knowledge of adult education and continuing medical education required
- Experience with a variety of eLearning technologies and platforms
- Ability to proofread and serve as copy editor for education marketing copy a plus
- Ability to work independently and as part of a team
- Demonstrated ability to think analytically and creatively
- Excellent customer service, problem solving, and judgement skills
- Some travel will be required

**Key Responsibilities:**

- Provide administrative and operational support to the Education Steering Committee (ESC) and its component committees, including support for the committee appointment process, meetings, and special projects.
- Partner with Communications and Education team to manage education product marketing and promotion in OTO News, AcademyU, and other marketing platforms
- Provide daily management of AcademyU which includes technical support, CME transcript inquiries, marketing, and functionality updates on the home page
- Monitor and provide monthly AcademyU reports (i.e., financial, utilization, purchased products, individual course, Member+, etc.)
- Monitor and provide Google analytic and/or other web traffic reports for education projects (e.g., OTOSource, COCLIA, AcademyQ, etc.)
- Maintain a reporting relationship with the Director, Education regarding progress with each assignment

**Specific Duties:**

- Coordinate education committee appointment process in conjunction with Membership and Executive Operations Business Units; track approval process through board acceptance, notification to new members, committee chairs, coordinator, and education staff
- Coordinate materials needed for the ESC committee meeting, conference calls, and ENTConnect communications as directed by the Director
- Register all education activities that are eligible for CME that count for the American Board of Otolaryngology Head and Neck Surgery (ABOHNS) – Maintenance of Certification and the American Board of Medical Specialties (ABMS)
- Works closely with the Education, Meetings (Annual Meeting), and Information Technology teams to manage CME/MOC data management/reporting needs with ACCME in Academy and iMIS
- Coordinate and manage all aspects of the Academic Bowl held at the Annual Meeting, in conjunction with the former Coordinator for Education
- Responsible for supporting the Director of Education with the ACCME Annual PARS submission and other ACCME-related needs
- Demonstrate courteous, cooperative, and helpful behavior to all internal and external contacts
- May participate on an internal team, either through formal assignment, or on an ad hoc basis
- Duties and responsibilities may be added, deleted, or changed at discretion of management