



## Manager, Digital Learning Operations

*Professional Education & Digital Learning Business Unit  
Non-exempt*

### Reporting Structure:

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

### Qualifications

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Successful completion of a Bachelors' degree. Previous experience in professional education, continuing medical education (CME), accreditation, 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

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- Oversee OTO Logic help desk activity for the Academy's learning management system.
- Manage CME transcript inquiries, monthly MOC reporting, ACCME Annual PARS submission, and other ACCME-related needs.
- Serve as staff liaison to the CME Audit Workgroup responsible for evaluating all Foundation education activities (e.g., FLEX, eCourses, eBooks, gamification, etc.) and the Annual Meeting Program.
- Manage Certificate Program for Otolaryngology Personnel (CPOP).
- 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

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- Oversee and respond to all OTO Logic learner inquiries with written and/or visual aids to assist learners.
- Provide service excellence to all internal (staff) and external inquiries (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 financial transactions for the Academy's learning management system working in collaboration and support with AAO-HNS's Finance & Administration Business Unit.
- Manage CME transcript inquiries, monthly MOC reporting, ACCME Annual PARS submission, and other ACCME-related needs.
- Serve as staff liaison to the CME Audit Workgroup responsible for evaluating all Foundation education activities (e.g., FLEX, eCourses, eBooks, gamification, etc.) and the Annual Meeting Program.
- Manage Certificate for Otolaryngology Personnel (CPOP) Program.
- Provide excellent customer service, problem solving, and judgement skills.

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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](mailto:employment@entnet.org).
- **Mail:** AAO-HNSF, 1650 Diagonal Road, VA 22314-2857 Attention: Human Resources
- **Fax:** 1-703-683-5100



- Provide project management for AAPA accreditation (when needed).
- Maintain shared documents within the department.
- May participate on internal teams, either through formal assignment, or on an ad hoc basis.
- Consistently demonstrate courteous, cooperative, and helpful behavior to all contacts, internal and external.
- 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.

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