



## Coordinator, Digital Learning Operations

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

### Overview

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The American Academy of Otolaryngology – Head and Neck Surgery Foundation seeks a professional, energetic, and detail-oriented individual to support the business unit in a variety of professional and administrative duties.

### Reporting Structure

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

### Qualifications

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Bachelors' or Associate degree with at least two years of administrative and customer service experience. 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 Engagement Management Software (EMS) efficiently. Excellent customer service, problem solving, and judgement skills. Some travel will be required (AAO-HNSF Annual Meeting).

### Key Responsibilities

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- Serve as a key member of the Digital Learning Operations team responsible for the day-to-day aspects of learner inquiries and training needs.
- Provide service excellence to all internal and external inquiries (member and non-member) with a positive attitude, sense of urgency, and attention to detail to address and resolve inquiries efficiently and effectively.
- Provide administrative support for financial transactions related to education product subscriptions and activity purchases.
- Conduct quality control tests on newly created digital learning activities to ensure functionality and accuracy.
- Support the maintenance of OTOLogic, AAO-HNSF's learning management system with home page updates and featured course announcements submitted to align with marketing updates in OTO News (weekly member eblast).
- Maintain a reporting relationship with the *Senior Manager, Digital Learning Operations* with each assignment.

### Specific Duties

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- Provide help desk support communication (written and visual aids) to assist learners and residency training programs.
- Process subscription product purchases and enrollment in a timely manner for Flexible Lifelong Learning Xperience (FLEX) and the Otolaryngology Core Curriculum (OCC).
- Provide administrative support for financial transactions for the Academy's learning management system/products and business unit working in collaboration with AAO-HNS's Finance & Administration Business Unit.

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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



- Manage CME transcript inquiries, monthly MOC reporting, ACCME Annual PARS submission, and other ACCME-related needs.
- Coordinate all Annual Meeting booth management needs to support the team which includes the department schedule, packing team supplies, and learner support aids.
- Attend the Annual Meeting to provide CME booth support and handle attendee inquiries.
- 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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