



## **POSITION DESCRIPTION**

**Position Title:** Education and Research Coordinator

**Reports To:** Director of Education and Research

### **Basic Function**

Provides administrative and programmatic support for ASPEN's eLearning, education and certification programs, and research initiatives.

### **Duties and Responsibilities**

1. Support the development and implementation of education programs:
  - Communicate with registrants and interested parties regarding continuing education programs. Coordinate communication with webinar participants. Track site roster submissions post-webinar.
  - Coordinates continuing education credits for Society educational programs, in accordance with accreditation criteria. This includes, but is not limited to generation, distribution and filing of accurate CE documentation, processing evaluation materials and having reports generated, file maintenance and correspondence with program participants.
  - Assist with inquiries regarding online CE processing systems.
  - Assist with maintaining files and documentation required for accreditation. Assist with generation and submission of reports for accrediting bodies.
  - Assist Education Manager with management of faculty and programs for the Annual Conference
  - Supports the Self-Assessment Committee in the development of modules for ASPEN's online Self-Assessment Program including; updates, committee conference calls and committee support.
  - Utilize the association's database to manage education program products
    - Create and maintain products/education programs for purchase in the database
    - Run reports on program registrants and share reports to allow for better organizational understanding of education program participants
2. Manage webinar program, including speaker and registrant logistics.
  - Provide webinar training for speakers
  - Compile submitted materials for attendee handouts
  - Process honoraria post-webinar
  - Serve as liaison for content management vendor for webinars
3. Manage ASPEN's eLearning center:
  - Ensure content in the eLearning center is current – including but not limited to recordings, speaker information, search categories, purchase pricing, etc.
  - Identify lecture of the month and ensure it is updated monthly within eLearning Center and all accreditation databases
  - Interface with vendor for regular site maintenance and functionality enhancements
  - Develop and manage the continuing education credit claiming system
  - Assist with integration of new offerings into the eLearning center including but not limited to journal CE program, membership benefits, affiliating continuing education credit with the enduring content, etc.
  - Identify ways to share the content and increase its visibility while complying with accreditation standards. Contribute to the marketing of the eLearning center to users and industry partners.

- Work with vendor and Education Manager to ensure webinars and virtual courses/conferences are produced seamlessly
  - Integrate the eLearning center and contents of the eLearning center into ASPEN's existing and future offerings to ensure the eLearning center is a seamless extension of what ASPEN has to offer, not a separate entity.
  - Assist with development and implementation of new technologies and programs to continually advance the organization's education programming and supportive technology.
4. Support research programs of both ASPEN and the Foundation
    - Provide support to individuals submitting abstracts and grants
    - Assist with compilation of materials for abstract review committee and grant review committee
  5. Assist in providing staff support to the National Board of Nutrition Support Certification (NBNSC) Board of Directors and their stakeholders. Handle certification inquiries, mailings, certificate orders, maintenance of certification database, documentation, verification and participation correspondence, web site content maintenance and preparing conference and exhibit materials. Create reports as needed.
  6. Provide general administrative support, including:
    - Scheduling conference calls
    - Collecting and distributing appropriate materials to staff, members and leaders
    - Fielding and responding to phone and e-mail inquiries on education and research programs
    - Customer service support and order processing, including training fellow CS team members to ensure familiarity with education and research offerings.
    - Receiving and directing inquiries to appropriate resources
    - Typing reports and correspondence; maintenance of files
    - Assist with database maintenance and data entry as a member of the customer service team
    - Communicate with internal and external employees, customers, and vendors.
    - Contribute to development and management of annual department budget
  7. Other duties as assigned.

### **Qualifications**

1. Office Procedures
  - Strong organizational skills;
  - Experience with serving customers through telephone and email interaction;
  - Demonstrated experience with Microsoft products;
  - Ability to learn additional software programs;
2. Ability to handle multiple tasks simultaneously with attention to details. Excellent organizational and task management skills essential.
3. Must be capable of interacting on a professional level with the Society's leadership, vendors, customers, management and support staff.
4. Ability to work in a fast paced, team-oriented environment with high expectations.
5. Ability to effectively prioritize work and exercise mature judgment. Must be comfortable managing workload and functioning under deadlines.
6. Good team spirit while able to work individually. Possess a high level of professionalism.
7. High School diploma required.
8. Minimal travel may be required.

### **Experience:**

1. 1-3 years of increasingly responsible administrative support experience.
2. Previous non-profit association experience preferred.

This description incorporates the core responsibilities of the job. It is recognized that other related duties not specifically mentioned may also be performed, and that not all listed responsibilities may be carried out depending on operational needs.