

Position Title: Education Coordinator

Department: Education

Basic Function: Main responsibilities are supporting the administrative and customer service function of the Education department, including elements associated with producing the monthly online learning schedule, and the newly-developed initiative of offering Continuing Professional Education credits (CPE) for on-demand learning.

Reports To: Education Director and Education Manager

Qualifications:

Minimum of 3 years experience in administrative and/or project coordination, and/or customer service, and/or webinar program delivery
Highly proficient in Microsoft Word, Excel, PowerPoint, and Adobe Acrobat functions
Knowledge and experience with webinar and/or online education delivery preferred
Association experience preferred, but not required
College degree preferred, but not required

Skills:

Strong organizational, editorial and proofreading skills
Good problem-solving, and time-management skills
Excellent oral and written communication skills
Excellent collaborative skills and ability to also work independently

Specific Responsibilities:

Duties to include but are not limited to:

1. Responsible for working with the Education Manager to coordinate and produce CFMA Webinars and Online Courses:
 - a. Work with the IT dept for website updates as they pertain to the online learning schedule.
 - b. Send presenters correspondence in regard to stipends and process payment through finance dept.
 - c. Examine attendee evaluations of online sessions to determine if follow-up is needed and provide accordingly.
 - d. Work with publications dept. in providing digital articles for online education sessions.
2. Responsible for working closely with Director of Education, Education Department, other CFMA staff, vendors, and volunteers to repurpose existing course content (recorded On Demand Library content) to create online content that is eligible for CPEs (Continuing Professional Education credits).
 - a. Responsible for understanding the process to convert on demand education into CPE enabled content.
 - b. Works with the session presenters to communicate the process and follow-up as needed.

- c. Assists in the development of deliverables as it relates to the requirements for On Demand CPEs.
 - d. Coordinates with team and vendor to set up the On Demand CPE content.
3. Works closely with the Director of Education, and Education Dept., providing administrative and clerical support for the education department, including but not limited to:
 - a. Scheduling Education Department and Education Steering Committee group meetings , distributing meeting materials, recording and preparing committee meeting minutes, etc.
 - b. Assisting in the proofreading and editing of education-related marketing materials, PowerPoint presentations, etc., as needed.
 - c. Assisting with new and ongoing outreach initiatives relative to educational offerings, as needed, e.g., new Business Development offering trial courses, volume discounts, etc.
4. Provides customer service to members and potential members around all of CFMA's educational products and services:
 - a. Assisting CFMA members and addressing general inquiries; maintaining "log" for future reference, and to be in synch with Office FAQs.
 - b. Facilitating problem resolution for educational products, as needed, e.g., access to course materials, refunds, obtaining CPE credits.
 - c. Work within ACGI database as needed.
5. Works with Education Department to maximize the service and value provided by CFMA's learning platform/education delivery vendor: Digitell.
6. Works with Director of Education, Education Manager, and VP of Operations to develop the annual budget for the department.

Additional duties to include but not be exclusive to:

Special projects assigned by the Vice President of Operations, President, and Education Steering Committee groups as needed.

Supports annual conferences, participates in staff meetings, contributing to CFMA overall.

Internal Relationships:

Has contact with all departments in conjunction with the provision and maintenance of all CFMA's educational offerings.

External Relationships:

Has frequent contact with presenters, SMEs, committee members, online service vendors, online participants, and others in conjunction with the coordination of all CFMA's educational offerings.

Independent Action:

Generally establishes own work plan, using and/or modifying standard procedures, to assure timely completion of assigned work in conformance with established policies and practices. Problems lacking clear precedent are usually reviewed with supervisor prior to taking action.