

Program Coordinator

Job Description Summary

The [REDACTED] Simulation & Innovation in Medical Education is located at the [REDACTED] School of Medicine. The mission of the [REDACTED] is to develop, disseminate and evaluate leading edge education programs by using advanced technology and simulation systems. The Center trains more than 20,000 registrants per year, including paramedic firefighters, nurses, physicians, medical students and physician assistants.

The **Program Coordinator** of the Prehospital Emergency Training Division assists with the day-to-day administrative activities related to the thousands of registrants in courses each year.

Job Description

Accountabilities:

1. Registration for Prehospital Emergency Training courses (30%)
 - Clearly communicate to registrants, course descriptions and requirements, and determining prerequisites are met to facilitate proper class placement.
 - Collect and properly receipt payment of appropriate course fees or provide for subsequent billing and dispense applicable course learning materials.
 - Process credit card transactions appropriately, following bank and [REDACTED] procedures, including recording information for required [REDACTED] reporting.
 - Maintain and update course records for enrollment in each class, regularly monitoring registration levels and preparing summary reports.
 - Reconfirm attendance of registrants prior to each class
 - Manage advance dissemination of course materials as called for, including e-course licenses/keys, manuals, and pretests.
 - Ensure all learners are equipped with required course materials.
2. Maintenance of class records (for on-and offsite, [REDACTED] and all satellite training centers) 30%
 - Create records in Prehospital Emergency Training Division database for each class, selecting appropriate agenda.
 - Accurately enter in database the class and learner information, that may encompass retrieving, saving, and tracking securely submitted data.
 - Using prescribed template, upload via American Heart Association's online platform by course and instructor lists of learner completions for awarding of e-cards
 - Generate and check for accuracy class roster, performance reports, learner completion letters and/or certificates, course completion e-cards and other reports, forms, correspondence or invoices as required.
 - Assemble complete and orderly digital and/or hard-copy file for each class, according to prescribed guidelines, using checklist, and including sign-in sheets, registration forms, and agendas.
 - Provide constituent agencies with requested documentation of attendance and/or completion and performance for relevant learners.

3. Instructor Assignments, Credentialing, and Records (25%)
 - Maintain accurate, current and complete files for each instructor consistent with database record, including creating for each new hire and updating for those whose employment has ended.
 - Retrieve from scheduling application and input instructor assignments into relevant class agendas, upon availability of class data.
 - Generate and disseminate reminder emails of upcoming assignments as needed.
 - Update instructor schedule changes to ensure class agenda accuracy.
 - Generate quarterly reports tracking American Heart Association instructor card expiration dates, assess whether renewal criteria have been met, and facilitate required processes for timely renewal.
 - Manage registration/attendance and take part in mandatory Instructor Updates and, onboarding of new instructors to initiate and maintain open, two-way communication.

4. Administrative & Other (15%)

- Greets, provides direction and general support to the [REDACTED] visitors and learners.
- Answers phone calls, provides information to callers or connects callers to appropriate staff.
- Plan, arrange for catering, set-up and clean-up for refreshments or lunch for specific classes or meetings.
- Provide exemplary customer service to registrants, learners, instructors, constituent groups, and colleagues, including troubleshooting as needed to resolve reported problems and obviate potential issues.
- Monitor online inventories for American Heart Association course keys and e-cards and report depleting quantities for timely reordering.
- Assist with preparing handouts, materials and packets for Prehospital Emergency Training Division courses and special events.

This list of duties and responsibilities is not intended to be all-inclusive and may be expanded to include other duties or responsibilities as necessary.

Supervision Received: Executive Director of Programs

Knowledge, Skills and Attitudes:

- Education: Bachelor degree or equivalent
- Experience: 3-5 years of related experience
- Knowledge and familiarity with Microsoft Office
- Knowledge of database fundamentals, mail merges
- Ability to enter and verify information with accuracy and a reasonable rate of speed.
- Skilled in data entry or typing
- Ability to multitask.
- Light to medium physical tasks
- This role requires full time on site presence