
Education Coordinator

Department: Education

Reports to: Manager, Digital Learning

The Society of Hospital Medicine (SHM) is a national non-profit organization, representing over 17,000 hospitalists and the patients they serve. Hospital medicine is the fastest growing medical specialty in modern healthcare, focused on the delivery of comprehensive medical care to hospitalized patients. SHM is dedicated to promoting the highest quality care for all hospitalized patients and overall excellence in the practice of hospital medicine through quality improvement initiatives, diverse education offerings, advocacy and research.

SHM's home office is located in Philadelphia's vibrant Spring Garden neighborhood, just north of Center City, near both parking and public transportation. SHM's culture embraces collaboration, innovation and a strong entrepreneurial spirit. Successful employees are comfortable with rapid change within healthcare, proactively solve problems, enjoy a fast-paced approach and thrive on interacting with diverse teams.

SHM's employees drive strategic growth, program management and customer service across the organization by creating and sustaining innovative, member-centric programs across its key program areas. These including SHM's live and digital educational offerings, practice management initiatives, advocacy efforts and more. In addition, SHM's unique Center for Quality Improvement drives improved patient care by spreading evidence-based quality improvement interventions and developing leadership skills and knowledge through key partnerships with national organizations, foundations and industry.

JOB SUMMARY

The Education Coordinator provides overall support for the education department products and meetings, with primary responsibility for following content update timelines, liaising with content creators, faithfully rendering new content in our online learning platform (Lms), and general project coordination. This position also provides first tier customer service for education and e-learning customer support. The ideal candidate is very comfortable with computers and learning new software tools, works well with high level volunteers, and is comfortable tracking and prioritizing deadlines.

DUTIES AND ESSENTIAL JOB FUNCTIONS

- Serves as primary staff responsible for e-learning module timelines, tracking content expiration dates, and working with authors to update and renew content where applicable
- Render the content produced by SMEs to our LMS (building e-learning modules & proofreading new content for stylistic consistency and accuracy to the original document).
- Drive timelines for written content produced by SMEs as well as collect and file essential compliance paperwork.

- Respond to customer inquiries about digital products and troubleshoot issues via phone and email.
- Serve as support staff for reporting and customer service for live education events and e-learning.
- Work independently and within a team on nonrecurring or ongoing projects; support e-learning and education initiatives as assigned.
- Adhere to and promote SHM's values by performing respective duties in a manner that supports and contributes to the achievement of SHM's goals.
- Maintain positive relationships with SHM members and external vendors.
- Perform other related duties and assignments as required.

QUALIFICATIONS

Required

- Bachelor's degree
- 1-3 years of work experience.
- Experience organizing and maintaining files for complex projects.
- Ability to prioritize workload to meet deadlines while being flexible.
- Proofreading and basic editing skills.
- Organizational skills and continual attention to detail.
- Friendly, personable demeanor with flair for building and maintaining strong professional relationships.
- Proficiency with MS Office applications.
- Creativity, intellectual curiosity, and "out of the box" thinking to improve processes and innovate new solutions.
- Ability to prepare and edit documents, research, and compile information.
- Effective verbal, interpersonal and written communication skills, including excellent grammar.
- Strong work ethic and willingness to take ownership for wide-ranging responsibilities.
- Desire and ability to work creatively as part of a team and independently.

Preferred

- Familiarity with eLearning authoring
- Experience with Learning Management Systems

SHM OFFERS:

- Competitive compensation package
- High-energy, business casual atmosphere
- Opportunities for leadership, professional development and career advancement

Interested candidates should send a resume and cover letter including salary requirements to:
hr@hospitalmedicine.org

SHM is an Equal Opportunity Employer and does not discriminate on the basis of race, gender, ethnicity, religion, sexual orientation, national origin, age, physical or mental disability, or veteran status.