

CME Coordinator Job Description

Reporting to the CME Director, the CME Coordinator is responsible for supporting EB Medicine's role as an accredited provider, including supporting daily operations to ensure all accreditation requirements are met for directly and jointly provided activities, and provide administrative support for the CME program as well as CME joint providership application submissions.

Duties/Responsibilities

- Supports EB Medicine's overall CME program
 - Review news/updates on accreditation policies and practices from the ACCME, AMA, etc, on a regular basis and update the CME Director and Publisher
 - Update policies and forms as needed
 - Gather and assist with analyzing data, including preparing reports using PARS, Excel, and/or MS Word
 - Review activity evaluations and subscriber comments monthly and utilize data to recommend improvements to the CME program
 - Deploy post-activity surveys to follow up with learners on implemented practices
 - Assist with preparation of reaccreditation materials (PARS report, PIP information, etc)
 - Assist in identifying areas for improvement (education, technology, reporting, etc)
 - Assist in the provision of training and guidance to team members on accreditation compliance, department policies, and best practices
- Assists with processing joint providership applications
 - Review CME joint provider documents for completeness
 - Track joint providership application status and provide timely follow-up on assigned tasks
 - Assist with handling the timely and accurate input and maintenance of accreditation documentation and program files, include financial disclosure forms, commercial support letters, records of attendance
 - Assist with ensuring files are complete prior to activity launch
 - Create evaluation and CME certificate templates
- Provides support for webinars, asynchronous learning modules, virtual and on-site CME events and programs
 - Assist with set-up, registration, documentation of attendance, and other logistics
 - Assist with gathering educational content from Faculty and formatting as needed for presentation
 - Serve as a resource to Faculty, coworkers, and learners who have questions or needs related to events and programs
- Provides general administrative support
 - Serve as documentation historian by collecting, organizing, and tracking documents
 - Review marketing pieces for accuracy

- Research areas of need, such as joint accreditation, accreditation with commendation, and state-/specialty-specific CME requirements, and present the information to the CME Director
- Serve as documentation historian by collecting, organizing, and tracking documents
- Assist with special projects as directed
- Participate in company-wide and editorial update meetings
- Complete other tasks as assigned

Education/Experience/Knowledge/Skills

- Bachelor's Degree required
- 2+ years' experience performing duties and responsibilities as a CME Coordinator or similar position
- Experience with an accreditation or credentialing organization
- Working knowledge of ACCME and AMA accreditation requirements
- Experience working with an accredited CME program
- Strong commitment to balancing service with regulatory functions
- Able to manage multiple projects and adhere to strict deadlines
- Exemplary customer service approach in communicating with internal and external stakeholders
- Skilled problem solver, with ability to quickly adapt to changing priorities and heavy workloads
- Self-directed, self-motivated team player
- Excellent organizational and prioritization skills; rigorous attention to detail
- Excellent oral and written communication skills; strong editing and proofreading skills
- Superior computer skills with competency in MS Office Suite, web-based applications, and constituent relationship management applications
- Dedicated to continuous improvement and quality assurance processes
- Deploy sound judgment to keep supervisors and team members aware of events with impact on key operations
- Willingness to learn and to take on new challenges