

**UMMS Career Ladder Matrix**

Job Title Job Code	Educational Program Job Family			
	Coordinator, Education Program	Educational Program Specialist I	Educational Program Specialist II	Educational Program Specialist III
	MS0080	MB0266	MB0453	MB0454
<b>Pay Grade</b>	17	41	43	44
<b>Position Summary</b>	Under the general supervision of the Administrator or designee, the Educational Program Coordinator performs a wide range of complex course preparation, technical, and confidential administrative support tasks essential to the educational programs and mission of the department	Under the direction of the Administrator/Director, or designee, the Educational Program Specialist is responsible for coordinating curriculum scheduling, collaborating with instructors to design, implement, and assess multi-modal medical education. The Education Program Specialist serves as a front-line customer service interface to UMMS faculty, learners and external clients/collaborators.	Under the direction of the Administrator/Director, or designee, the Educational Program Specialist is responsible for coordinating curriculum scheduling, collaborating with instructors to design, implement, and assess multi-modal medical education. The Education Program Specialist serves as a front-line customer service interface to UMMS faculty, learners and external clients/collaborators.	Under the direction of the Administrator/Director, or designee, the Educational Program Specialist is responsible for coordinating curriculum scheduling, collaborating with instructors to design, implement, and assess multi-modal medical education. The Education Program Specialist serves as a front-line customer service interface to UMMS faculty, learners and external clients/collaborators.
<b>Essential Functions /Scope</b>	<ul style="list-style-type: none"> <li>Format HTML files to produce student course books, collaborate with course directors, faculty, and other UMMS departments to provide course materials in electronic formats.</li> <li>Assist course directors in developing and implementing a range of multimedia resources for teaching including course web pages on the intra and internet</li> <li>Assist in the development and preparation of teaching materials for the courses and labs. Organize and maintain virtual microscopy images, other forms of digital media, and physical teaching aides that are used in the department</li> <li>Maintain confidential databases that track data such as student performance, course schedules, faculty, unit evaluations, etc. and report this statistical data to the appropriate parties as assigned.</li> <li>Assist with course organization and day to day operations, technology, and multimedia support</li> <li>Prepare PowerPoint and other multimedia presentations for classroom and web education.</li> <li>Prepare classrooms and labs with both technology and physical set-ups</li> <li>In collaboration with the course directors, organize, produce, and distribute all printed course materials</li> </ul>	<ul style="list-style-type: none"> <li>Build and sustain strong relationships between internal/external educational collaborators; serve as liaison between course directors, other education-related departments/groups and learners. Demonstrate optimized bi-directional communication with UMMS collaborative departments and/or external customers to produce desired session and data outcomes</li> <li>Triage complex requests and inquiries from faculty, learners, staff and clients to ensure that operations are optimized. Resolve minor issues with constituents as needed.</li> <li>Manage details of educational programming. Work with faculty/educational collaborators in producing detailed course schedules and coordinating multiple daily course events.</li> <li>Manage learner and/or customer facing webpages and resources required to meet their needs</li> <li>Assist faculty in the design and development of technology-enhanced educational sessions /materials.</li> <li>Translate, convert and disseminate learning materials into requirements for varied educational resources, equipment needs and material setup for onsite/offsite session to meet educational objectives</li> <li>Manage real-time education program delivery to meet all scheduled and expected objectives</li> </ul>	<ul style="list-style-type: none"> <li>Partner with faculty and educational collaborators on courses, special initiatives and projects to optimize program quality and effectiveness</li> <li>Create procedures and step by step processes and how-to guides for best practices in education programming operations and data management</li> <li>Oversee and manage details of educational programming, including staff assignments, faculty facilitator assignments, space, and equipment reservations to meet educational requirements and learning objectives of multifaceted, multimodal events. Make recommendations for scope of curriculum and resource requirements</li> <li>Compile metrics on learning event impact, including assessments of program effectiveness</li> <li>Identify and implement technical and software solutions that expedite administrative course management</li> <li>Initiate updates and content review for learner and/or customer facing webpages and resources required to meet their needs</li> <li>Initiate discussion and development of quality improvement initiatives to optimize workflows</li> </ul>	<ul style="list-style-type: none"> <li>Initiate communication with clients to assess needs and program satisfaction</li> <li>Improve marketing by partnering with Communications and stakeholders to increase awareness of learning opportunities</li> <li>Design scripts, interactive storyboards, interactive multi-media according to adult learning theory and best practices</li> <li>Deliver transfer of critical knowledge and skills by acting as an instructional design consultant</li> <li>Material developer for all types of learning scenarios (instructor-led, online self-directed, blended, etc.)</li> <li>Initiate recommendations for best-fit learning solutions, delivery options, and tools</li> <li>Lead quality improvement and training opportunities Assist with recruitment and retention</li> <li>Develop measures to improve quality and program effectiveness by contributing to analytical discussions on impact evaluation metrics</li> <li>Initiate strategic discussions for best programs, development progressions and resources, including updating standard programs with new innovations in delivery</li> <li>Initiate case development and scenario design to meet educational objectives, data metric outcomes</li> <li>Collaborate with colleagues on creating online training modules, learning toolkit, assessment tools, checklists</li> </ul>
<b>Required Qualifications</b>	Associate's degree in related field or equivalent experience  3-5 years of related experience	Bachelor's degree in a related field or equivalent experience  1-3 year of related experience	Bachelor's degree in a related field or equivalent experience  3-5 years of related experience	Bachelor's degree in a related field or equivalent experience  5-7 years of experience in an academic healthcare setting in a clinically relevant role
<b>FLSA Status</b>	Non- Exempt	Exempt	Exempt	Exempt
<b>Promotional Process</b>	<b>Requisition</b>	Requisition or In-family Promotion from Coord, Educational Programs	Requisition or In-family Promotion from Educational Program Specialist I	Requisition or In-family Promotion from Educational Program Specialist II