

Job Description

Job Title	Education, Project Coordinator		
Reports to	Senior Program Manager, Education		
Effective Date	April 1, 2024	Manager of People	No
FLSA Status	Exempt	EEOC Class	2

ABOUT NCHA

NCHA is a statewide trade association representing more than 130 hospitals providing acute care, ambulatory care, sub-acute care, rehabilitative, home health and hospice services, behavioral health services, state psychiatric inpatient services and veterans' services. The association promotes and supports our members and associated partners by advocating for sound public policy, advancing collaborative partnerships, and accelerating innovation to improve the health of the communities where we live and work. NCHA achieves this work by leveraging the scope and scale associated with a \$20+ million-dollar organization, which is funded by members' dues, grants, and shared service.

PURPOSE

Support negotiated venue contracts to ensure the success of NCHA events and handle registration logistics for education meetings and special events. Develop and improve relationships with fellow Hospital Association and partner organizations and maintains excellent member and sponsor relations; manage website updates for Education Services and suggest process improvements within the Education Services Department.

RESPONSIBILITIES

- Oversee the meeting registration process for education programs.
- Receive and process meeting registrations and fees, handles inquiries about NCHA programs, and meet required deadlines.
- Handle all questions, concerns and issues from webinar and meeting attendees with an eye for excellent customer service.
- Prepare conference materials for virtual as well as in-person meetings, including badges, handout materials, and coordination of registration packets.
- Monitor and maintain inventory of meeting supplies; recommend improvements/changes as appropriate.
- Assist with maintenance of Education Services portion of the NCHA website, reviews, monitors and updates on a regular basis.
- During conference events, manage registration desk on-site and assist as needed with meeting logistics.
- Update and monitor program budgets; provide essential accounting and attendance reports on a timely basis; maintain appropriate files.
- Manage department continuing education certification offerings, records attendee participation and distributes certificates, evaluation summaries, and other special reports/items.
- Maintain appropriate electronic working files on planned and concluded programs and projects.

- Support NCHA staff as needed for larger in-house and off-site meetings, particularly with catering and logistic needs.
- Maintain thorough working knowledge of special equipment and event management system, customer relations module (CRM) systems, and email marketing systems and advise on upgrades/improvements needed or recommended.
- Perform other tasks and duties identified by executive management or the position's organizational supervisor.

MISSION/VISION/VALUES

- Embrace the NCHA mission to improve the health of the communities where we live and work by advocating for sound public policy and collaborative partnerships.
- Support the vision for "A North Carolina where high-quality healthcare is equitable for all"
- Demonstrate the association's core values in all relationships, at all times: Respect. Integrity. Teamwork. Accountability. Perseverance.

INTERNAL RELATIONSHIPS

- Work closely with Education Services, Strategic Partners and Communications staff in managing the NCHA education and meeting function. Work with administrative and support team members as needed.

EXTERNAL RELATIONSHIPS

- Has frequent contact with members, hotel and convention industry representatives, continuing education credit vendors, and healthcare industry representatives.

EDUCATION AND EXPERIENCE

- Bachelor's degree preferred in related field.
- 2-3 years of current meeting and event planning experience or related experience preferred.
- An equivalent combination of education, training, and experience may be considered.

KNOWLEDGE, SKILLS AND ABILITIES

- Strong organizational skills.
- Strong customer service skills.
- Strong MS Office suite (Word, Excel, PowerPoint) knowledge
- Smartsheet or other project management skills preferred.
- Knowledge of Mac OS preferred.
- Strong interpersonal, teamwork, communication, and computer skills.
- Ability to manage multiple projects and tasks simultaneously, while meeting required deadlines.
- Ability to establish and maintain effective working relationships with co-workers and managers.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work performed mostly in an office or home office environment.
- Use a computer throughout the workday.
- Occasional lifting and transporting meeting boxes and materials.
- Occasional moving of tables and chairs in on-site meeting rooms.
- Travel required for two conferences, held in NC, that NCHA organizes.

North Carolina Healthcare Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, age, sex, national origin, veteran status, disability, sexual orientation, or other protected status.