



Position Description

Date: September 14, 2026

Position: Specialist, Federal Programs

Reports to: Senior Manager, Federal Programs

Status: Exempt

Position Summary: The Project Specialist will support the planning and execution of a federally funded educational initiative aimed at increasing healthcare professionals' capacity to prevent and treat substance use disorders. As the customer service lead, this role provides timely support related to course registration, Continuing Education certificates, Learning Management System (LMS) navigation, and other educational services inquiries. The Specialist is responsible for maintaining learner-facing content within the LMS, coordinating live training activities, and partnering with program, accreditation, and technology teams to ensure a high-quality learner experience and successful program implementation.

Responsibilities/Duties:

- Respond to all learner inquiries via email or phone, triaging complicated cases to appropriate staff
- Document and track technical assistance requests and inquiries
- Collaborate closely with program team, LMS Manager, Associate Accreditation Director, and others within the Education Department to support learners
- Monitor and organize customer service email inbox
- Host live virtual events via Zoom, including creating and monitoring registration, launching polls, screen sharing, and providing learner technical support before, during, and after live events
- Manage educational content and learner engagement within the LMS, including product creation, enrollment tracking, and reporting
- Draft CE applications and adhere to CE and other accreditation guidelines
- Support and coordinate special projects, as assigned

Required Qualifications:

- Bachelor's degree.
- One to two years of relevant work experience coordinating and/or managing projects
- Demonstrated customer service experience

Preferred Qualifications:

- Knowledge and experience with LMS or Customer Relationship Management (CRM) databases
- Experience supporting training, technical assistance, and medical educational initiatives, including development and delivery of live and on-demand trainings

- Experience and familiarity working with medical associations
- Knowledge of continuing education requirements for healthcare professionals

Skills and Abilities:

- Strong organizational skills including setting priorities in work assignments, managing timelines and tasks
- Ability to provide professional, responsive, and efficient support while ensuring a positive learner experience
- Excellent verbal and written communication skills
- Ability to efficiently handle multiple priorities in a fast-paced environment with keen attention to detail
- Proficient with Microsoft Office Suite (Word, Excel, Outlook, PowerPoint, Teams)
- Proficient with Zoom or other online learning/video conferencing software
- Resourcefulness, takes initiative, and values creative out-of-the-box thinking
- Self-motivated, proactive, and able to work independently and in a collaborative team environment

Salary and Benefits:

Salary: \$60,000-\$65,000. Commensurate with experience.

Benefits: Robust benefits, including 4 weeks (paid) parental leave, family health, vision, and dental benefits, 401(k) plan match. Flexible remote work arrangements available.

To Apply:

Please submit a portfolio or work sample, resume, and cover letter explaining your interest in this position and how your skills match the position to the following address:

https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=7213481

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