Position Description

Date: October 27, 2026

Position: Specialist, Education Grants & Programs

Reports to: Associate Director, Education Grants & 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. This position will ensure successful creation, implementation, and operation of the educational program by tracking deliverables, providing customer service, supporting marketing efforts, coordinating technical assistance requests and inquiries, and maintaining learner-facing course content within the Learning Management System (LMS). As the customer service lead, this role provides timely support related to course registration, Continuing Education certificates, 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:

- Monitor and organize customer service email inbox and respond to all learner inquiries via email or phone, triaging complicated cases to appropriate staff
- Document and track technical assistance requests and inquiries and triage to clinical experts, mentors, and staff to ensure learner requests are addressed
- Collaborate closely with program team, LMS Manager, Associate Accreditation Director, and others within the Education Department to support learners
- 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
- Draft monthly newsletter and social media content to engage new audiences in program activities
- Monitor and track program data and support drafting monthly reports for the funder
- 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
- Experience or interest in supporting program marketing
- 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
- Detail oriented with ability to closely monitor and track data
- 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

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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=7223772

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