## Title
Continuing Education Specialist

## Department
Continuing Education

## Reports to
Deputy Executive Officer

## Collective Bargaining Status
Union

## Employee Status
Support

## Pay
Hourly

## Last Revised
05/02/2016

### Purpose
The Continuing Education (CE) Specialist is responsible to work with the CE staff team to carry out the work of the CE program.

### Essential Functions

#### Provider Unit Support
- Coordinates with authors to create and renew courses for ONA’s CE4Nurses (online continuing education website).
- Assists in maintaining and updating the content on CE4Nurses and utilizing its tools to provide customer support.
- Provides outstanding service to customers of CE4Nurses, including answering questions, sending out certificates to acknowledge continuing education credit and troubleshooting payment issues.
- Assists with planning, implementing evaluating of continuing education activities and events.
- Coordinates continuing education events by contacting the venue, ordering the food, putting together packets, copying materials, tracking registrations, attending the event, and coordinating exhibitors.
- Work closely with speakers to obtain their CE-required materials (i.e., bios, handouts, etc.) to assure that all information is acquired to complete the CE process for an event.
- Maintains documentation required for continuing education events.
- Adds CE events to ONA website and processes and tracks event registrations.
- Collaborates with other ONA staff members on issues related to offering continuing nursing education. Coordinate staff presentations by providing copies of certificates, evaluation forms, and other materials needed for the presentations.
- Works with the Communications department to advertise CE programs and events.
- Coordinates the publication of the Ohio Nurse in conjunction with the Director of Continuing Education and Director of Communications.
Approver Unit Support

- Works with the Director of Continuing Education to process Individual Provider and Provider Unit continuing education applications.
- Supports and maintains positive relationships with the Continuing Education Approval Council. Helps to provide the Council with the information it needs to make decisions and process continuing education applications.
- Work closely with ONA CEAC and CE Review Panel on assigning provider applications.
- Coordinates with ONA CEAC and CE Review Panel on all individual CE applications.
- Maintains correspondence and files for all individual and provider unit continuing education applications.
- Develops, collects data, and monitors statistics for all individual CE applications which includes following up with applicants after their events. These stats are utilized in year-end reports for ANCC, OBN, and the ONA CEAC.
- Works with provider units to help implement quality assurance mechanisms to ensure consistent meeting of established ANCC criteria.
- Provides outstanding customer service and utilizes all resources available to assist with any CE question which includes other staff personnel, the ONA CEAC Council and Review Panel members.
- Assists the Director of Continuing Education with planning, implementation and evaluation of continuing education activities and events for provider units.
- Utilizes the ONA CE Application Manager to create and update forms, manage the review process, assist applicants and gather statistics for required reporting.
- Assists in the publication and distribution of the Provider Newsletter.
- Provides counsel to individuals and organizations regarding the CE approval process.
- Develops and updates CE forms and manuals when changes occur.
- Updates the CE portion of the ONA website periodically to make sure all forms and manuals are current, up-to-date information.

Other Duties as Assigned

- Participates in staff meetings and other meetings and seminars.
- Assists in the coordination and preparation for the biennial convention.
- Attends as a staff member and performs assigned duties at the biennial convention.
- Takes ownership of assigned responsibilities and work product.
- Submits time electronically on a weekly basis.
- Submits credit card statements, if necessary, by the deadlines established.
- Respects computer and laptop service requests and responds timely when action is required.
- Provides information on the intranet calendar when out of the office.
- Maintains documents in a format that makes them readily accessible to other staff in accordance with office policy.
- Assures that all marketing and public relations communications intended for public release are to be reviewed by the Director of Communication.
- Provides back up/overflow support for all ONA departments.
- Provides back up support for the receptionist.

The statements contained herein describe the scope of the responsibility and essential functions of this position, but should not be considered to be an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other areas to cover absences or relief to equalize peak work periods or otherwise balance the workload.
Typical Physical Requirements

- Regularly uses a telephone and e-mail system for communication.
- The person in this position frequently communicates with coworkers and Association contacts that have inquiries. Must be able to exchange accurate information in these situations.
- The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
- The person in this position frequently operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- Light work – Exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and or a negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for sedentary work and the worker sits most of the time, the job is rated for light work.

Employment Standards

Knowledge of:
- Effective oral and written communication skills.
- Excellent interpersonal skills.
- Overall mission of American Nurses Association and Ohio Nurses Association (learn on the job).
- American Nurses Credentialing Center and regulations (ANCC) (learn on the job).
- ONA’s Continuing education process (learn on the job).
- Ohio Board of Nursing requirements (learn on the job).
- WordPress (learn on the job)
- ONA CE Application Manager (learn on the job)

Skill in:
- Administrative skills.
- Reviewing, editing and writing documents.
- Exceptional understanding of Microsoft Office
- Excellent understanding of how to utilize the Internet and find information online.
- Communicating clearly and concisely.
- Accuracy & attention to detail.
- Customer service.

Ability to:
- Demonstrate a helpful, accepting attitude towards members and others.
- Relate to and establish rapport with all types of people.
- Prioritize and manage multiple projects simultaneously.
- Work as a team member with other ONA staff.
- Work with individuals and groups.
- Take ownership for work product.
- Solve problems and troubleshoot.
- Ability to learn new things.

Additional knowledge, skills and abilities may be required to perform additional tasks specific to work or special assignments.

Ohio Nurses Association is an Equal Opportunity Employer
Desirable Education and Experience
Any combination of education and experience, which would likely produce the necessary knowledge and abilities, is qualifying.

- 3 years of administrative assistant experience or relevant education.
- Current Ohio driver’s license.
- Maintain eligibility for auto insurability through ONA’s carrier.
- If registered nurse, member of ONA or another SNA.

Work Environment
The work environment involves everyday risks or discomforts which require normal safety precautions typical of such office environments. Observance of all safety rules and guidelines is imperative and expected at all times. The employee may be exposed to chemical compounds found in an office environment.

Employee Signature
I have read the above job description and understand its contents. I understand that the information contained herein is not intended to be an exhaustive list of all responsibilities, duties and qualifications required of in performing the job.

________________________________________
Name (Please Print)

________________________________________
Signature

________________________________________
Date