Job Title: Associate, Professional Development Operations

Department: Operations – Professional Development

Reports to: VP & COO

FLSA Status: Exempt

Revision Date: October 2023

Job Summary: The Associate, Professional Development Operations position plays a crucial role in bridging the gap between internal content teams and Operations, with a focus on Professional Development events. This position is dedicated to facilitating the creation, implementation, and execution of FEI/FERF content and virtual events (conferences, webinars, and workshops). Additionally, the Associate provides essential administrative support to the Operations team.

Primary Duties and Responsibilities:
Support Operations - Professional Development Team:
- Utilize internal software platforms and CRM database to create and set up events, conferences, and webinars, focusing on streamlining the registration process.
- Engage members and customers by overseeing virtual (professional development) events, conferences, and webinars on topics relevant to FEI members.
- Maintain and update the global events calendar regularly.
- Assist in the identification, outreach, and onboarding of speakers/presenters for virtual (professional development) events, conferences, and webinars.
- Serve as the primary point of contact for processing, reconciling, and releasing Continuing Professional Education (CPE) credits for FEI Chapters, Committees, and events, ensuring accurate records and compliance.
- Act as a support contact for sponsored webinars, ensuring the collection of required materials, facilitating logistical technical rehearsal sessions, and ensuring the seamless execution of virtual events.
- Update and maintain the CRM database to ensure all member/speaker data is correct and current.
- Coordinate marketing schedules for virtual (professional development) events, conferences, and webinars.
- Provide general administrative support to the Operations team, including registration processing.
- Provide timely and accurate responses and solutions to member and customer concerns and follow up to ensure resolution.
- Represent the brand voice and organization culture in all member and customer interactions.
- Performs other duties or special projects as required or as assigned.

Supervision Exercised:
- This position does not have supervisory responsibilities.
Minimum Qualifications

**Educational/Training Requirements:**
- Bachelor’s degree or equivalent work experience required.

**Experience:** Please list the level of experience required.
1+ year experience with:
- Delivering customer care/service across channels (phone, email, chat, social);
- Event coordination/event management

**Licenses/Certifications:**
- None required

**Knowledge, Skills and Abilities:** Please list any other skills, abilities and/or qualifications that may be pertinent to performing this job.
- Outstanding verbal and written communication skills, focusing on exceptional customer service capabilities.
- Familiarity and/or proficiency in utilizing MS Office; Zoom, ON24
- Proficiency in multitasking, prioritizing, and efficient time management.
- Ability to listen and respond with a positive attitude.
- Strong aptitude for research and critical thinking.
- Impressive conflict resolution and quick-thinking problem-solving abilities.
- Ability to uphold integrity and safeguard proprietary information.
- Team-oriented with adaptability to address evolving needs.

**Physical Demands and Work Environment:**
- The physical demands are minimal and typical of similar jobs in comparable organizations.
- The work environment is representative and typical of similar jobs in comparable organizations.

The statements herein are intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities, or physical requirements. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time and these statements do not establish a contact for employment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.