



Job Title: GME Program Coordinator - Recruitment and Community Relations
Department: Residency
Supervisor: Program Manager
FLSA Status: Exempt
Approved Date: 9-15-21

Position Summary

Provides coordination of resident recruitment, educational program marketing, medical school relations, all alumni activity, and special events for the educational program. This position is a hybrid work model. We would expect more Yakima presence during interview season once COVID restrictions lift, otherwise presence in Yakima a minimum of one day per week would be expected.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

1. Manages web based recruitment systems, including but not limited to the Electronic Residency Application System (ERAS), the National Residency Matching Program (NRMP), and the National Matching Service (NMS).
2. Tracks and reports resident recruitment statistical data.
3. Develops and maintains the public image of CWFMR. This may involve issuing and promoting press releases and arranging faculty, residents, and staff to participate in and attend events.
4. Develops and maintains network of contacts to help identify and source qualified candidates.
5. Develops and maintains contacts with schools alumni group to find and attract applicants.
6. Manages, schedules, and monitors interview activities and arrangements and communicates with applicants, faculty, residents and others, as appropriate.
7. Arranges travel and lodging for out-of-town applicants.
8. Coordinates communications with applicants.
9. Maintains relations with PNWU's family medicine interest group, and arranges for opportunities for students to be exposed to the residency through workshops, Q/A's, and other various events.
10. Designs and manages production of educational program community relations/marketing materials including website, social media, and multi-media content, in accordance with CHCW policy.
11. Develops recruitment programs, budgets, and materials, such as brochures about the organization and its opportunities.
12. Creates videos as needed for CWFMR, as well as, additional video production as needed for CHCW.
13. Manages arrangements for residency recruitment fairs, other recruitment venues, staff as needed, and follow up with attendees.
14. Makes public presentations at schools, organizations, and job fairs.

15. Manages arrangements for special events and public relations related to the educational program or any significant CHCW event (such as graduation, applicant tours, program in review, and ad hoc events).
16. Acts as the primary contact for alumni, maintains contact information for alumni, plans alumni events, and produces, publishes, and sends out a quarterly alumni newsletter.
17. Attends, participates and leads meetings and committees, as needed.

Competencies

To perform the job successfully, the following competencies should be demonstrated.

Attendance/Punctuality - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

CHCW Culture - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

Communications - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

Customer Service for Internal and External Customers/Patients - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

Job Knowledge - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

Problem Solving - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

Quality Management - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

Safety and Security - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

Teamwork - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree from four-year college or university in a related field such as communications, public relations or marketing and one-year related experience and/or training, such as public relations, marketing, web site design/maintenance, graphic design, social media, and business writing and editing; or equivalent combination of education (minimum of an Associate's Degree) and experience *required*.

Certificates, Licenses, Registrations

Current driver's license and auto insurance

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date