



Job Title: GME Program Coordinator - Recruitment and Community Relations
Department: Residency
Supervisor: Program Manager
FLSA Status: Exempt
Approved Date: 01-2022

Position Summary

Provides coordination of resident recruitment, special event planning, program marketing, and community relations. This position is a hybrid work model. Expected in-office presence shall be a minimum of one day per week, with more in-office presence during interview season.

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

1. Oversee and facilitate special events related to the educational program or any significant CWFMR event (i.e., graduation, applicant tours, annual program review, talking stick, alumni events, residency in review).
2. Manage the resident interview process including schedules and related activities and communicate with applicants, faculty, residents and others, as appropriate. Arrange travel and lodging for out-of-town applicants. Track and report resident recruitment statistical data.
3. Attend recruitment fairs and represent the residency program in the community and at large. Make presentations when appropriate.
4. Manage web-based recruitment systems, including, but not limited to, the Electronic Residency Application System (ERAS) and the National Residency Matching Program (NRMP).
5. Facilitate special programming and workshops within the residency program and in the community.
6. Design and manage production of program marketing materials including website, social media, and multi-media content, in accordance with CHCW policy. Create videos as needed for CWFMR, as well as, additional video production as needed for CHCW.
7. Oversee the development of recruitment programs, budgets, and materials, such as brochures about the organization and its opportunities.
8. Act as the primary contact for alumni, maintain contact information, and produce, publish, and distribute a quarterly alumni newsletter.
9. Attend meetings and join committees as needed.
10. Recruitment grant administrative oversight.

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