Job Description

Job Title: Education Review Coordinator 1
Department: Education Review
Reports to: Supervisor – Education Review
FLSA Status: Nonexempt
Location: Hybrid, Twin Cities Metro

Mission
To promote safe, high-quality patient care through credentialing, collaboration and advocacy.

Vision
Exceptional patient care for all, provided by qualified medical imaging and radiation therapy professionals.

Values
ARRT is a principled and mission-driven organization that values and demonstrates quality, integrity, objectivity, and evidence-based decision making.

Position Summary:
Education Review Coordinator 1 will determine Continuing Education (CE) compliance with requirements per policy, conduct audits, and assign various registration statuses to help support the Education Requirements departments.

Duties and Responsibilities:
Audit, Evaluation, and Processing CE Documents
- Follow and complete CE audit selection procedures
- Complete Internet CE renewal processing.
- Open and process team mail accordingly, in a timely and detailed manner
- Examine documentation such as CE reports/certificates/transcripts for completeness, accuracy, and policy compliance
- Assign Incomplete CE audit or CE probation status when appropriate

Documentation
- Accurately and efficiently document actions concerning CE requirements
- Update database record statuses
- Copy and maintain files of all CE correspondence in the Registered Technologists' record
- Verify Continuing Qualifications Requirements (CQR) CE and Structured Education (ED) submissions using an online administration site

Registration
- Assign and evaluate the certification and registration status of individuals per policy (e.g., renewal and reinstatement processing) in the database
- Escalate issues as appropriate
- Assist with the development and implementation of quality assurance procedures
- Stay informed and current on education requirements

Advanced Education Review
- Model exemplary customer service with all customers
- Identify and recommend process improvement opportunities
- Participate in ongoing learning activities to improve job performance (e.g., goals, development plans, software training)
- Participate in meetings or projects requiring Education Review representation
- Assist other Education Requirements departments as needed

Education Review Miscellaneous
- Use, clean, troubleshoot, and perform basic maintenance on equipment and technology, such as scanner and other office equipment
- Utilize and understand all aspects of Client Management application
- Embrace ARRT's commitment of providing world-class customer service
- Comfortable with routinely shifting demands.
- Support organizational priorities through active participation in ARRT Projects as assigned.
- Proactively manage and deliver assigned ARRT project work.
- Other duties as assigned and modified as business needs dictate.

Skills and Abilities:
- Efficient time, resource, and organizational management skills to manage heavy workloads.
- Proficiency and experience working both independently and collaboratively.
- Proven written and verbal communication skills, including solid knowledge of appropriate spelling, punctuation, and grammar usage.
- Resourcefulness with the ability to apply critical thinking and problem-solving skills to analyze a variety of different situations with several possible explanations or alternatives and make decisions.
- Adaptability and flexibility; able to change based on the needs of the position, department, or organization.
- Demonstrated ability to prioritize multiple assignments with strong attention to detail, accuracy, and analytical thinking.
- Proficiency with Microsoft 365 applications and the ability to learn and utilize new technologies and software platforms.
- Desire and drive to acquire knowledge and skills necessary to accomplish results and new challenges.
- Demonstrated ability to understand and follow directions, as well as written policies and procedures.
- Proficiency to maintain accurate records, manage documentation, and ensure data integrity across systems.

Minimum Qualifications:
- High school diploma or equivalent
- General office or administrative experience
- Professional written communications experience

Preferred Qualifications:
- Associates degree or higher
- Collaborative experience within diverse teams
- Extensive office or administrative experience

Physical Demands:
Close Visual Acuity: Preparing and analyzing data; viewing a computer screen; and extensive reading
Fingering: Typing, or otherwise working, primarily with fingers
Hearing: Ability to receive detailed information through oral communication, and to make fine discriminations in sound
Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position
Reaching: Extending hand(s) and arm(s) in any direction
Repetitive Motions: Substantial movements (motions) of the wrists, hands, and/or fingers
Sedentary Work: Sitting most of the time; occasional walking and standing
Standing: Particularly for sustained periods of time
Talking: Spoken word activities can be relayed accurately, loudly, or quickly

ARRT Core Values

Accountable
We can count on each other.
We are responsible, reliable, and dependable. We follow through on our commitments in a thoughtful and efficient manner.

Adaptable
We are open to new ideas, challenges, & ways of working.
We are willing and able to change our behavior, thoughts, and actions to accommodate different situations or environments. We are flexible and can quickly shift direction when needed. We are open to change.

Business Acumen
We manage risks & opportunities to achieve positive results.
We seek to understand business issues and operations, customer needs and preferences, and industry trends so we can provide useful insights and recommendations for achieving our goals. We learn from our mistakes, but don't fear failure. By showing up with composure, confidence, and authenticity, we inspire confidence in others and lead effectively.

Collaborative
We are better when we work together.
We believe diverse skills, backgrounds, and perspectives help contribute to better outcomes. We can agree to disagree and still commit to act. We offer help and accept it.

Committed
We are all part of the solution.
We strive for excellence through continual improvement. We help develop potential solutions to problems and contribute ideas, enthusiasm, and energy for our work.

Critical Thinking
We test our assumptions to make better decisions.
We analyze information objectively, using data from various sources, questioning assumptions, and forming well-reasoned judgments. We determine when enough information is available to act. We use wisdom gained from experience to differentiate between subtleties and make sound decisions while considering positive and negative impacts of a decision.

Emotional Intelligence
We strive for self-awareness.
We recognize, understand, and manage our own emotions in positive ways to relieve stress, communicate effectively, empathize with others, overcome challenges, and defuse conflict. We set aside ego so we can learn and receive feedback.

Growth-Oriented
We are always learning & teaching.
We are committed to professional growth, seeking ways to enhance our technical and people skills and business. knowledge. We embrace a coaching mentality to empower others to excel and make valuable contributions to the organization. We seek and provide constructive feedback.

Integrity
We do the right thing.
We are honest, fair, and ethical. We admit mistakes and work to reconcile disagreements or conflict respectfully. We give credit where credit is due.

Listening
We seek first to understand.
We use empathetic listening, including nonverbal body language or written words. We respectfully recognize others' diverse perspectives and needs without interrupting or jumping to conclusions before they finish speaking. We ask questions that promote discovery and insight to confirm understanding.

Resilient
We bounce back.
We strive to recover from adversity, challenges, or setbacks by positively adapting to difficult situations. We maintain emotional equilibrium by using appropriate coping strategies. We are persistent and keep moving forward.

Strategic Thinking
We plan and shape the future to achieve our goals.
We evaluate complex situations and anticipate future trends and challenges to develop long-term plans that achieve our goals. We connect the dots between different pieces of information, weigh options and form plans by blending analytical thinking, creativity, and foresight.