

## UW HEALTH JOB DESCRIPTION

### Education Operations Specialist

Job Code: 310043	FLSA Status: Non-exempt	Mgt. Approval: M. Glynn	Date: May 2022
Department: Nursing-Professional Development	HR Approval: K. Fleming	Date: May 2022	

### JOB SUMMARY

The Education Operations Specialist provides program/class/activity support for department educators, builds/assigns educational methodologies, as well as tracks and manages educational completion to ensure compliance with regulatory bodies. In addition, the Education Operations Specialist manages education communications and serves as an information resource to program participants, the leaders of program participants, and other program stakeholders (both internal and external). The Education Operations Specialist works collaboratively with their assigned leadership to support the development, implementation and administration of departmental programs including but not limited to the Wisconsin Nurses Association Approved Provider Program, the UW Health Nurse Residency Program, Clinical Simulation Programs and Orientation Programs.

The position requires a high level of self-motivation, innovation, organizational skill, flexibility and the ability to function autonomously in varied and changing environments requiring a high level of responsiveness. Skill in accurate analysis, priority setting, reporting and leadership are required.

- Manages daily operational work required to keep all educational programs moving smoothly.
- Ensures program processes are organized and operating according to plans.
- Tracks educational data and creates reporting that supports planning, monitoring of program activities and in-depth evaluations of programs.
- Identifies, develops, implements and evaluates new or revised daily operational workflow processes for the department.
- Acts as a resource for education program information and guidance.
- Manages education program communications and materials.
- Utilizes and prioritizes opportunities to improve education program efficiency and effectiveness.
- Builds relationships with and supports both internal and external customers, ensuring the highest level of support and service.
- Supports system-wide program-related events that support department goals.
- Ensures consistent application of policies, procedures and overall compliance with education program policies and guidelines.
- Builds courses, competencies and evaluations in the Learning Management System(s).
- Other duties as assigned.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	Associate degree in business administration or related field. Two years of relevant experience in an office environment may be considered in lieu of degree.
	Preferred	Bachelor's degree in business administration or related field
Work Experience	Minimum	Two (2) years of experience in an office environment
	Preferred	Experience in an academic healthcare setting
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Strong data entry skills</li> <li>• Ability to track data, create reports and provide basic analysis and interpretation of data</li> <li>• Ability to adapt successfully to changing work environment, expectations, goals and priorities</li> <li>• High standard of professionalism</li> <li>• Ability to work independently and prioritize workload to complete projects</li> <li>• Ability to complete work with minimal supervision</li> </ul>

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	<ul style="list-style-type: none"> <li>• Excellent organizational skills and ability to coordinate people and projects in a fiscally responsible manner</li> <li>• Strong verbal and written communication skills</li> <li>• Ability to work in a team environment and to collaborate with a variety of professionals</li> <li>• Ability to balance a variety of tasks and assignments in an active office environment prone to disruptions that often require immediate attention</li> <li>• Ability to organize schedules and program elements</li> <li>• Ability to use software programs such as word processing, Outlook, PowerPoint, Excel, Visio, Adobe and Access Database</li> </ul>
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### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
X <b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:			

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.