Position Title: Education Program Coordinator
Location: SFPE Headquarters, Gaithersburg, MD (Remote for now)
Full/Part-time: Full Time, Non-exempt position
Supervisor: Director, Professional Development

About SFPE
SFPE’s mission is to define, develop, and advance the use of engineering best practices; expand the scientific and technical knowledge base; and educate the global fire safety community, to reduce fire risk. We have over 4,700 members and 105 chapters worldwide.

Overview
We are seeking an Education Programs Coordinator who will be responsible for supporting the Society’s professional development programs, including conferences, symposiums, webinars, and seminars. This position will start as a remote position and be based out of SFPE’s Gaithersburg, MD office when the office reopens (in 2021).

Functions

Customer Service (30%) – Aids members and customers via phone and email, regarding, but not limited to, registration, website navigation, password resets, PDH/CEU certificates, and SFPE policies.

- Maintain member and customer learning profiles, update records, process registration payments, provide reports as needed and ensure the overall integrity and accuracy of the database.
- Respond to PDH/CEU certificate inquiries for past programs and additional requirements for global customers.
- Serve as the point of contact for member and customer inquiries for SFPE professional development programs. Provide personable and professional customer service.
- Coordinate printing and shipping of content material and program collateral for in-person events.
- Support the professional development team with other duties as needed.

Database & Website (30%)

- Checks accuracy and input of data into Association Management System (AMS) and Learning Management Systems (LMS) as it pertains to professional development programs.
- Maintain archived records of continuing education credits.
• Help develop and send member communications such as email announcements, social media, and website postings.
• Support set up and maintenance of online registrations for events.

Program Support (30%)

• Provide post event follow up with speakers and instructors, including surveys and Q&A responses.
• Assist speakers and instructors with logistics.
• Support speaker management for conferences & symposiums.
• Coordinate sponsor and exhibitor packages with sales team.
• Assist with the administrative and scheduling needs for committees.

Position Requirements

• Associates degree (Bachelor’s Degree preferred) and at least two years of relevant work experience required.
• Excellent organizational and prioritization skills; able to handle multiple tasks, projects, and priorities effectively and professionally.
• Ability to work well in a small, high-energy organization; a team player willing to take on new challenges.
• Demonstrated ability to multi-task and independently manage a high-volume workflow.
• Strong verbal and written communication skills, including excellent telephone manner.
• Excellent, articulate, personable and diplomatic customer service skills.
• Possess a positive, team-player attitude.
• Proficiency in MS Office 365 and willingness to keep up with evolving technologies and learn new platforms as required, specifically Association Management Systems and Learning Management Systems.