

**Position:** Accreditation Coordinator / Client Happiness Manager

**Time** Part Time (~20 hours/week)

**Requirements:** *or*  
Full Time

**Reports to:** Vice President

**Job Description:** Antidote is looking for someone proactive and detail-oriented with excellent communication skills to join our team.

You could call this role the client happiness manager. This person will serve as a coordinator working with our clients and their medical staff to move projects from concept, to production, to outcomes analysis.

While this person would report to our Vice President working from our Nashville office, location does not matter as this can be virtual (work from anywhere) position. This position will be working primarily with clients in the great state of Texas.

The accreditation coordinator plays a vital role in planning and executing live and online activities to help physicians and other healthcare professionals provide the best care to their patients. This individual will be involved in meeting planning and accreditation compliance. One minute you may be talking to a hotel about ballroom space and the next speaking with a faculty member about their disclosure form.

Initially, the Accreditation Coordinator will:

- Respond to participant (customer) requests and issues.
- Facilitate accreditation review and approval for client activities.
- Work with activity planners and speakers to obtain completed disclosures and agreements.
- Assist with meeting planning and on-site material production.
- Coordinate logistics (air, lodging, and ground transportation) for traveling faculty.
- Update and keep operations database and digital filing system current.
- Communicate with speakers, staff, clients and registrants in accordance with regulatory guidelines.

As the need arises, the Project Coordinator will also:

- Communicate with faculty and other team members to facilitate content development and review.
- Assist in the development and production of online activities.
- Maintain appropriate documentation for each activity as per company and client policies.
- Assist staff in the development of grant proposals including submission to online grant portals.
- Create, update, and send regular client reports.
- Assist in social media posts and updates.

**Qualifications:** Must have experience with Microsoft Word, PowerPoint and Excel. Preferred candidates will have familiarity with databases. Must be able to learn Antidote's Grant Event Management System (GEMS) and CME Tracker.

**The Ideal Candidate:**

**The ideal candidate is:**

- Familiar with CME accreditation. Bonus for experience in a hospital or health system setting.
- Motivated, a self-starter who will take initiative to move projects from concept to completion.
- Organized.
- A great communicator. This individual will be working with partners inside and outside of the company and they will need to make sure everyone stays on the same page. Remember the telephone game where the message gets lost as it travels around the circle? This person will need to make sure the message doesn't get lost. Oh, and do it with a smile. :) The ideal candidate is also not afraid to communicate the old fashioned way - pick up the phone and talk.
- Cool under pressure. This isn't a pressure cooker by any means, but there are deadlines. This person will need to be able to work independently, and as part of a team to get things done.
- Detail oriented. At any given time this person will be working on multiple projects.
- Not afraid of technology. We use several technology tools to manage projects and handle internal communication (not just email); if the computer scares you, this job probably isn't the best fit.
- Excited to learn new things. We are continually working on projects that require us to stretch or do things a different way. The right person will thrive on this - not just put up with it.

**Work Environment:**

- Are you looking for flexible hours, the opportunity to work from home or the local coffee shop? This job was made for you.
- There could be the opportunity for travel, but not required at all.

**About Antidote:**

Antidote is a nimble organization dedicated to helping healthcare professionals care for their patients. We were founded in 1991 and have been producing high-quality, practical and relevant educational programming since. Our educational activities may be in live venues across the US or on various online portals. Antidote is accredited (with commendation) by the Accreditation Council for Continuing Medical Education and maintains strong relationships with other accrediting organizations.

**To Apply:**

Email Matthew Fleming ([mfleming@antidotecme.com](mailto:mfleming@antidotecme.com)) a cover letter and resume.