

Educational Resource Manager

Full Time

Section: Human Resources

Subject: Job Descriptions

Revised: 2/2/2021

Title: Educational Resource Manager

Benefits: FT Benefits

Reports To: Executive Director

Vacation: FT Benefits

FT/PT Status: Full Time

Holiday: FT Benefits

Tax Status: Exempt

10/12 Month: 12 month position

Hourly/Salary: Base +Commission

Salary Range: Base +Commission

Position Summary

McMillen Health is currently seeking an Educational Resource Manager for our [Brush Oral Health Program](#). The successful candidate will be a creative thinker who takes initiative and can build positive customer relationships with the ability to close a deal. This role requires developing long term customer relationships with Head Start; Women, Infant, and Children (WIC), and Medicaid serving organizations nationally. Candidates must have excellent communication (verbal and written), presentation skills, and be proficient using Microsoft Excel, Power Point, and Word. This is a full time 12-month position and reports directly to the Executive Director. Position may require occasional evening and weekend hours and includes overnight travel, at a minimum of 20% of the position. Position requires a valid driver's license.

Major Responsibilities

1. Manage the [Brush Oral Health Program](#) by developing and cultivating long-term customer relationships with Head Start, WIC, and Medicaid serving organizations nationally. This includes cold calling organizations to share resources.
2. Respond promptly to Brush sales inquiries and seek out and call upon prospective customers.
3. Prepare sales quotes/pricing in a manner to create favorable and profitable opportunities.
4. Conduct follow-up calls with customers following quote submission, including monthly calls to ensure customer satisfaction.
5. Maintain accurate records of all contacts and prospecting activities including sales calls, presentations, and follow-up activities.
6. Manage product website, online sales follow-up, and e-commerce product maintenance.
7. Schedule and provide 2-hour professional development trainings on Brush Oral Health Program resources to organizations serving low-income children and adults nationally. Trainings provided in person and virtually via Zoom.
8. Review and analyze training results via Survey Monkey to determine if trainings should be revised to meet anticipated outcomes.
9. Attend and present on Brush resources at local, state, regional, and national conferences.
10. Research and apply to county, state, regional, and national funding opportunities for the Brush Oral Health Program. Carefully analyze grant funding opportunities to ensure the alignment with McMillen Health's mission of providing vital, effective preventive health education that promotes physical, emotional, and social wellbeing.
11. Ability to write competitive grant requests for the Brush Oral Health Program.
12. Assist in creating innovative marketing strategies for brand recognition.
13. Assist in new Brush curricula and resource development.

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14. Utilize McMillen Health's database software to track program statistics and provide monthly reports.
15. Some overnight travel required; responsible for scheduling and arranging travel accommodations.
16. Work with Finance Manager and Executive Director to establish and maintain monthly, quarterly, and annual sales goals.
17. Responsible for Brush Oral Health Program inventory and management.
18. Continually stay up to date on oral health news related to children and adults by participating in educational opportunities; reading professional publications; maintaining personal networks.
19. Participate in planning and organizing successful annual fundraisers for McMillen Health.
20. Search for contracted work opportunities for McMillen Health's continual organizational growth.
21. Other duties as assigned.

Qualifications, Skills, and Experience

- Bachelor's Degree, or 2-3 years of social services or dental experience.
- Possess intermediate level of oral health knowledge (understanding of pediatric oral health a bonus)
- Early Childhood education/social services or K-12 experience is a plus.
- Initiative to grow customer database by prioritizing effective time management.
- Proven experience in meeting goals, managing time, meeting customer needs, and managing a project from start to completion.
- Self-motivated and ability to meet planned goals that align with profitability.
- Ability to take initiative and complete tasks without being asked.
- Team player with ability to establish and maintain good working relationships and effectively communicate with other department team members and Center staff.
- Customer oriented with ability to deal effectively with individuals at all business levels and a variety of situations requiring tact, judgment, and professionalism.
- Facilitate communications and resolve problems, analyze data, and provide insightful information.
- Strong analytical and quantitative abilities.
- Excellent verbal and written communication, negotiation, follow-up, and planning skills. Presentation skills are required. Grant writing experience a plus.
- Candidate must be self-sufficient handling administrative details, proficient level computer skills; this position will routinely utilize Microsoft Word, PowerPoint, Excel, and Outlook.

Physical Demands and Work Environment

The physical demand and work environment characteristics 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.

1. Physical Demands

Physical demands include walking, standing, bending, stooping, reaching, and moderate lifting. Must be able to sit at a computer workstation for extended periods of time. Ability to perform repetitive motion of the fingers, hands, and wrists. Specific vision abilities include the capability of viewing computer monitor for long periods of time. Lift and move heavy items, such as boxes containing books and other materials (up to 50 lbs). Requires hearing within normal range for telephone use.

2. Work Environment

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Work is performed primarily in an office environment. While performing the duties of this job, the employee may be exposed to weather conditions prevalent at the time.

About McMillen Health: McMillen Health is a nonprofit, independently operated health education center located in Southeast Fort Wayne, Indiana. Our mission is to provide vital, effective preventive health education that promotes physical, emotional, and social wellbeing. We serve students of all ages, birth to 100+, abilities, and backgrounds. We have served Northeast Indiana since 1981, when we opened as the second health education center in the nation. To remain sustainable, we have diversified our revenue by adding the Brush Oral Health Program and we contract with organizations to develop curricula, media, and video content to meet their needs.

Compensation: \$37,440-\$43,680 per year + Commission up to \$6,000 annually

Please note, McMillen Health does not offer health insurance. The potential candidate would be responsible for securing health insurance.