

Speaker Bureau Program Coordinator

Title: Speaker Bureau Program Coordinator

Business Unit: AVAIL Meeting Planning and Speaker Bureau Services

Department: Bureau and Programming Services

Reports to: Speaker Bureau Client Manager

Classification: Exempt

Summary of the Job

Bureau and Programming Services (BAPS) is a leader in peer-to-peer marketing for pharmaceutical and biotechnology companies, creating comprehensive communication strategies and plans that deliver superior medical and health education to healthcare professionals (HCPs) across multiple channels.

Reporting to the Speaker Bureau Client Manager, the Speaker Bureau Program Coordinator provides project-related support and logistics for the execution of programs, as well as communications for speaker trainings and advisory boards. Under direct supervision, the Speaker Bureau Program Coordinator serves as the liaison between field representatives, HCPs, clients, and the company and is responsible for the preparation and dissemination of all communications regarding the project, as well as ensuring their deliverables are of the highest quality at all times. The Speaker Bureau Program Coordinator is a key member of the department, managing the programming logistical deliverables such as all attendee communications, registration, on-site team coordination and materials, vendor arrangements, and travel logistics. This position is also responsible for routing all forms of communications and other deliverables through the company's internal quality assurance process. The Speaker Bureau Program Coordinator will provide superior customer service to all contacts while ensuring flawless, hassle-free deliverables, from planning through project closing, across multiple platforms, including live and virtual-based programs.

Essential Functions

Speaker Trainings and Advisory Boards

- Attendee communications
 - Prepare communications and route documents through internal Editorial and QC processes, in preparation for client review/approval
 - Monitor approval of documents
 - Assemble on-site program materials
 - Follow-up on services-rendered letter(s) and expense reimbursements for paid faculty
- Assist with speaker training and advisory board management
 - Manage attendee lists and communications
 - Prepare onsite materials and route documents through internal Editorial and QC processes, in preparation for client review/approval
 - Assemble on-site program materials; coordinate with Fulfillment and track on-site box for arrival at the venue

Series Programming

- Serve as the point of contact for field representatives, speakers, and vendors
 - Prepare field, speaker, and HCP attendee communications and on-site materials, routing them through internal Editorial and QC processes, in preparation for client review/approval
 - Provide program information and direction to parties mentioned above
 - Build positive working relationships
 - Prepare, ship, and track on-site box arrival status and reconcile on-site materials
 - Assist with postprogram follow-up with all parties mentioned above
 - Complete attendance updates within proprietary database
 - Source venues/menus in accordance with client specifications and ensure regulatory compliance
 - Coordinate payment with venues
 - Coordinate communications with travel vendor
 - Provide on-site manager contact/booking/communication
 - Assist with audiovisual booking/communication
 - Assist with program closeout (venue receipts, Sunshine Act reporting preparations, etc)

Compliance

- Adhere to corporate and industry compliance regulations related to responsibilities

Additional Functions

- Review Master Service Agreements and client-provided resources
- Daily quality control (QC) responsibility for own work
 - QC assist for other team members
- Possibility of travel (up to 20%) and non-standard work hours
- Continue professional development
- Fulfill other duties and responsibilities as assigned by management

Education and Experience

- Associate degree or equivalent experience; BA or BS degree preferred
- Minimum of one to two years of relevant work experience is required; project management or meeting planning experience is a plus
- Experience within the life science industry is preferred, but not required
- Proficient in Microsoft Office Products (Outlook, Excel, PowerPoint, etc)
- Working knowledge of technology solutions (Ex. CRM's, SharePoint, Database platforms)

Competencies

- Behaviors and qualities of a professional and a lifelong commitment to development as demonstrated by a **strong ability to manage time**, work in a collaborative way, act in a professional manner, and **manage stress**; also demonstrates a good ability to adapt to change and a strong service orientation

- A commitment to conducting business according to **high ethical standards** as demonstrated by a good knowledge of industry legal compliance guidelines, organizational ethics, and demonstration of personal ethics and integrity
- Ability to **communicate effectively** as demonstrated by intermediate-level verbal and writing skills, basic-level presentation skills, and a good ability to influence and impact others through meaningful and persuasive delivery
- Applies the knowledge, skills, and abilities necessary to achieve **continuous quality improvement** as exhibited by good accuracy, problem solving, quality management, and strong client-readiness behaviors
- Vision and innovation as displayed by a good ability to **think critically and creatively**
- **Basic-level project management skills**, including the ability to provide project leadership and apply relevant methodologies to manage all project stages, such as initiating a project, planning a project, executing a project, monitoring and controlling a project, and closing a project