

JOB DESCRIPTION

FPIN (Family Physicians Inquiries Network) is a national nonprofit organization, which developed in response to a need to make evidence-based family medicine and clinical scholarship more accessible to family physicians in clinical practice. It was a true grassroots effort that started at the University of Missouri in Columbia. Since 1998, we have grown and published over 3,000 manuscripts in prestigious medical journals such as **The Journal of Family Practice** and **American Family Physician**. We currently have a medical editorial staff of 25 and produce our own journal, **Evidence-Based Practice**. When recruiting for new employees and interns, we look for people who thrive on giving 100% to make a difference in every project for which they are contributing. We are proud to offer a casual and fun atmosphere that still promotes the highest level of professionalism.

HelpDesk Answers (HDA) Member Support Manager

Responsibilities:

1. Communication

Time Spent - 50%

Build and maintain relationships with authors, local editors, deputy editors and leadership to create a high-quality contributor experience for all.

- Assist authors and editors with FPIN's Editorial Management System (member support)
- Communicate and guide authors
- Communicate with editors
- Manage the HDA email account
- Prep and host workshops
- Coordinate communications between staff/editors/authors

Goal:

- ✓ **90% of participants report satisfaction with project experience**

2. Leadership Strategy

Time Spent - 15%

Partner with the HDA Editor-in-Chief (EIC) and FPIN's Executive Director (ED) to set goals and problem solve to meet goals

- Hold monthly check-in calls with EIC
- Be accountable for balancing pipeline numbers with editorial capacity
- Identify project needs/concerns for EIC
- Enforce HDA policies (Example – Due date extension policy for all versions)
- Draft quarterly board reports
- Work collaboratively to set goals for the project
- Work in partnership with EIC and ED to set goals and problem solve to meet project goals
- Work collaboratively with team to support publication flow
- Serve as the ambassador for the HDA project
- Serve as the liaison between leadership and membership for project
- Be responsible for ongoing professional development and learning
- Hold weekly meetings with ED

Goals:

- ✓ **Ensure that all Deputy Editors turn manuscripts around within 2 weeks (3 weeks is the maximum).**
- ✓ **Ensure that all authors adhere to the due date extension policy**

3. Tracking and Oversight

Time Spent - 15%

Be accountable for tracking pipeline metrics and sharing info with leadership team and making recommendations when needed

- Manage the peer review database
- Manage the technical check process
- Configure reports for programs
- Manage the HDA questions database
- Track & assess project pipeline numbers
- Manage and keep accurate records
- Manage the workshop questions process

Goals:

- ✓ *All HDA local editors receive accurate scholarship reports by the first of each month*
- ✓ *Distribute monthly metrics to the HDA EIC, Executive Director, and VP of Publications and alert them to any critical issues.*

4. Production and Workflow

Time Spent - 15%

Lead the charge to manage the workflow of manuscripts from question sign up to HDA EIC approval for publication.

- Manage workload to editors weekly
- Complete technical checks
- Assign peer review
- Proof manuscripts for grammatical errors
- Assign workshop questions to programs
- Issue EMS invitations to authors
- Extending author deadlines

Goal:

- ✓ *Complete all technical checks within 2 business days (3 days is the maximum).*

5. Managing HDA Member Resources

Time Spent - 5%

Ensure all resources are up to date, helpful to members and provide a way to teach learners HDA concepts in a variety of ways and with diverse mediums.

- Resource creation and management
- Responsible for ensuring that the FPIN Institute modules are serving the needs of our members
- Identify needs on the website quarterly
- Updating materials and creating new resources for the website and onsite workshops

Goals:

- ✓ *Ensure the HDA Timeline is up to date at all times*
- ✓ *When there is a change in the project, ensure that all of the resources (including Institute modules) are updated within 1 week*

COMPETENCIES:

- **Customer Service:** Refers to the ability to satisfy the expectations and requirements of customers, both internal and external. Displays courtesy and sensitivity and responds promptly to service requests. Identifies customer needs and explains services clearly.
- **Communication:** Communication refers to the ability to inform orally and in writing, with clarity and good effect. It means to understand clearly and quickly when instructions or orders are received. It means judgment about what information is important and what is not, and what should be communicated, how, to whom and when.
- **Time Management:** Time management refers to both the planning and control over the amount of time spent on specific activities, tasks, projects complying with a due date.
- **Problem Solving:** Able to solve problems using logic, judgment, and data to determine effective solutions.
- **Policy Compliance:** Understands and complies with the organization's existing and new regulations, policies, laws, and guidelines.

QUALIFICATIONS:

- College degree
- Proficient with Microsoft Office, including Microsoft Access
- General comfort with new technologies
- Good proofreading skills
- Excellent references
- Track record of success

BENEFITS:

- \$35,000-40,000/annually commensurate with verified experience and references
- Generous medical, dental, vision, and company matching SIMPLE IRA
- Wellness program
- Paid Time Off
- Paid business travel, 8-17 nights per year

Family Physicians Inquiries Network