



# Position Description

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<b>Title:</b>	Manager, APCA Test Development
<b>Department:</b>	Testing
<b>Supervisor:</b>	Director of Testing
<b>FLSA Status</b>	Exempt
<b>Profile:</b>	F

## **Overall Position Purpose:**

This position exists to provide Inteleos with departmental, organizational, and project management assistance in strategic planning. The incumbent will have oversight of test development activities for all APCA-sponsored certification examinations. The Alliance for Physician Certification & Advancement (APCA) is the Inteleos Council responsible for physician certifications. The APCA Test Development Manager supervises designated staff in the Testing Department while ensuring goals and projects are executed and rolled out in a timely manner and serves as a member of the Inteleos Management Team under the guidance of the Director of Testing.

## **Core Responsibilities**

- Manage assigned staff, their daily activities, training, professional development, mentorship, and performance evaluation to maximize potential and investment while creating and maintaining a team-oriented environment;
- Create planning documents, organize staff and provide oversight to test development projects;
- Ensure volunteer SME efforts are efficiently utilized as well as tracked, reported, and recognized;
- Assist Director with forecasting, determining and setting of budget allocations required to meet departmental and organizational strategic objectives in order to ensure fiscal responsibility and strict adherence to the Board approved budget and financial policies;
- Provide organizational reporting of all exam development and maintenance activities and metrics;
- Coordinate volunteer SME engagement and relationship management activities with Volunteer Engagement department staff
- Manage Testing Department vendors and contractors as assigned, ensuring prompt, accurate and complete execution of contracts;
- Assist Director in maintaining ISO 17024 compliance with exam policies, procedures and processes;
- Develop, implement and maintain Testing Department's policies and procedures related to test development as required by ANSI for organizational accreditation; and
- Maintain familiarity of Inteleos staff policies and the functions of each Inteleos department and works as a positive role model and mentor/coach for all staff.

## **Required Education/Experience**

- Bachelor's degree, Certification or equivalent in a related field
- Five years of assessment industry experience
- Three years of experience managing cross-functional teams
- Prior experience in a non-profit/volunteer setting and in working with physicians preferred;
- Familiarity with PMI, ISO or other quality or project management frameworks is desired.

## **Required Qualifications/ Skills**

- Excellent supervisory and relationship management skills



- Excellent project planning and organizational skills, including the ability to coordinate multiple projects and to adapt to unforeseen circumstances
- Outstanding verbal and written communication skills
- Capable of analyzing problems rigorously and from all angles, showing sound practical judgment
- Ability to lead in a team environment, act as role model and coach to all staff
- Ability to maintain positive attitude under stressful conditions, and assist in building and maintaining a positive culture in department and organization as a whole
- Consistent attention to detail and follow-through skills
- Proficiency with budgeting
- Intermediate knowledge of Microsoft Office Suite

### **Inteleos Attributes**

- **Accountable** – taking ownership of your work and delivers results. Being responsible for your actions.
- **Collegial** – being helpful, respectful, approachable and team oriented. Building strong working relationships and a positive work environment. Consider the thoughts and opinions of others.
- **Ethical/Integrity** – employee is honest and trustworthy when working with colleagues, volunteers, and other stakeholders. Lead by example.
- **Committed to:**
  - Creating the global standard of excellence in healthcare and patient safety
  - Excellence – Strive to excel in everything you do.
  - Quality – Taking the initiative, extra time, care and vigilance to get the job done right.
  - Continuous Learning
- Have a **Positive “Can-do” Attitude** – being ready, available and willing to get the job done and done well.

### **Supervisory Environment**

- Works under executive guidance, with considerable latitude in determining work objectives.
- Makes decisions of considerable complexity on business or technical matters often in ambiguous contexts. Decisions have medium and long-term impact on a significant organizational function and frequently impact the organization as a whole.
- Incumbent has formal supervisory responsibility for work unit and/or external vendors or consultants.

### **Work Environment**

The incumbent will work at a desk in an office environment either in the corporate office or in an approved remote setting. Evening and weekend work, and travel will be required. There are minimal requirements to lift or move equipment.

*This description is intended to provide an overview of the responsibilities of the position. It is not all-inclusive and an incumbent in the position will be expected to perform other duties as required. The responsibilities may change over time. This description is provided for informational purposes only and does not form the basis of a contract.*

Received by: \_\_\_\_\_  
Employee Name/Signature

Date: \_\_\_\_\_