



Position Description

Title:	Exam Program Manager
Department:	Testing
Supervisor:	Manager, Test Development (APCA or ARDMS)
FLSA Status	Exempt
Profile:	D

Overall Position Purpose

The purpose of this position is to oversee exam development activities for a suite of Inteleos-sponsored examinations. The position exists to ensure that Inteleos examinations are published on-time and according to identified standards of excellence. The Exam Program Manager will serve as the primary point-of-contact for pertinent Assessment Committees.

Core Responsibilities

- Anticipate item and test development needs for assigned examination programs and build multi-year plans to meet those needs;
- Develop and monitor test development-related projects for multiple certification examination programs;
- Facilitate Assessment Committee meetings (virtual and in-person) related to item and exam development;
- Manage Committee review and approval of examination items and forms;
- Interact with item bank/exam content management system to generate statistical data in order to inform and report on item and exam development activities;
- Train volunteer subject matter experts (SMEs) on exam development best practices;
- Ensure exam development process documentation is kept current and accurate;
- Monitor exam development activities to ensure compliance with industry best practices, Inteleos policies and procedures, and ANSI accreditation standards;
- Provide timely response as a point of contact for Assessment Committee and other volunteer SMEs;
- Serve as a primary point of contact for others in the organization with regard to relevant examination programs;
- Coordinate examination information content updates for Inteleos websites and other candidate-facing documents with Marketing and Communications department;
- Work with Inteleos Volunteer Engagement Team on volunteer SME recruitment, engagement, management and training;
- Support exam program-related new initiatives and other projects;
- Communicate consistently with key staff and volunteer SMEs by sharing updates, opportunities and anticipated challenges with regard to relevant examination programs;
- Represent Inteleos at relevant events; and
- Work with Certification staff and Exam Clinical Specialists to ensure that relevant, timely and accurate information is provided to candidates and other stakeholders with regard to examination content-related inquiries;

Required Education/Experience

- Bachelor's Degree, Certification, or equivalent required (English, Education, Project Management preferred);
- Experience in Education and/or Assessment preferred;
- Project Management Certification (PMP) desirable; and
- One to three years of experience in a similar function.



Required Qualifications/ Skills

- Superior project management skills
- Strong interpersonal skills with ability to interact effectively, efficiently, and professionally with individuals at all levels of the organization
- Demonstrated skill in writing concise, logical, and grammatically correct documents
- Demonstrated good judgment in knowing which issues require escalation to supervisor/director
- Consistent attention to detail
- Ability to inspire and motivate staff and volunteers
- Good public speaking skills
- Ability to coordinate efforts and workflow with staff members from all levels and departments of the organization
- Strong collaboration skills with ability to work in a team environment
- Ability to maintain positive attitude under stressful conditions
- Proficiency using 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 general supervision with broadly defined work objectives.
- Makes decisions of some complexity regarding work design, projects, etc., which regularly impact the next organizational layer and may impact an organizational function.
- Work projects and products are subject to management review for content, quality and appropriateness.
- Incumbent generally has no formal supervisory responsibility, though they may provide regular work direction to other employees.

Work Environment

The incumbent will work at a desk in an office environment or an approved remote location. Some evening and weekend work will be required, and some travel may 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: _____