**APMS PSO / Membership and Education Manager**

The Alliance for Patient Medication Patient Safety, a non-profit Patient Safety Organization (APMS PSO) seeks a self-motivated, energetic, and results-oriented professional to work with our pharmacy clients. The ideal candidate will be a problem solver with strong project management skills and possess the ability to balance multiple priorities and work both independently in a small team environment. The successful candidate will be able to evaluate challenges and effectively solve our members’ issues and inquiries, keeping customer satisfaction at the core of every decision and behavior. The role requires great attention to detail, excellent writing, email, and phone communication skills. You will work closely with the executive director to create successful learning programs, develop medication safety program education and resources, and identify new opportunities for growth. Experience in medication safety, quality assurance, pharmacy, or nursing, is strongly preferred.

**Role Responsibilities:**

We are seeking someone who can

* Represent APMS in a professional manner while engaging with existing and potential customers
* Accurately and timely process the tasks needed to maintain and invoice the membership database
* Process new orders and renewals
* Provide program support for our pharmacy customers (phone and email)
* Coordinate account messaging with communications manager
* Maintain Key Account relationships and PSO compliance
* File and maintain PSO compliance documents and contracts
* Conduct web training on our program (Zoom)
* Identify opportunities for improvement and take actions on those opportunities
* Analyze and compare data over time to identify patterns, trends, variations
* Take action and be creative when improvements are not sustained
* Help develop website documents and educational webinars
* Assist executive director with client project meetings and demos
* Attend educational conferences to enhance knowledge of the PSO space and CQI practices
* Attend national pharmacy conferences, as needed, to promote APMS
* Perform administrative duties as assigned and as needed in a small business

**QUALIFICATIONS:**

* Bachelor's degree and professional experience as a high-level pharmacy tech, nurse and/or experience in quality assurance in healthcare
* Ability to quickly absorb information and adjust to changing tasks and priorities
* Good judgment to handle confidential and sensitive information; background check required
* Strong project management skills
* Excellent oral and written communications skills
* Proficient in Microsoft Office 365, Zoom or Team meeting, database software
* Excellent computer literacy
* CPPS or patient safety credentials
* Presentation and speaking skills

Job description may evolve as new opportunities and responsibilities emerge

**About Us: The Alliance of Patient Medication - Patient Safety Organization**

APMS is a federal listed, patient safety organization (PSO) that offers medication safety/continuous quality improvement products, services, consulting, and resources to pharmacies across the US to help them develop and maintain a strong culture of patient safety and quality improvement.

This is salaried position, with excellent benefits. The work week is typically 40 hours but will consider options for fewer hours for ideal candidate. We currently have a hybrid of remote and office work but will consider mostly remote.

There are a few events throughout the year that may require out of town travel.

Please send your resume and salary requirements to [tara@naspa.us](mailto:tara@naspa.us) by December 10th