



Job Tasks for Office Associate II

Updated 4/2024

- **BREMSS Training Center**

- Manage/process daily roster submissions with the BREMSS Training Center (TC) via Training Center Manager (TCM)
 - Print invoice requests to be turned into the Program Manager at the end of each week for a proper invoice to be generated and sent.
- Manage instructor certifications for expiring instructors up for renewal which includes deactivating someone from the BREMSS TC due to a lack of required classes taught. (Deactivation occurs within TCM. AHA Atlas will remove an alignment automatically without a current instructor card)
- Assist the BREMSS Education Manager with relaying important TC information to instructors via email and the BREMSS AHA TC Facebook group.
- Handle registrations/setup for BREMSS TC instructor courses which includes:
 - Collecting invoice information for the Program Manager to generate invoices.
 - Collecting required documentation of a participant's certification (BLS Provider, ACLS Provider, and PALS Provider)
 - Sending the participant their course material (instructor manual(s) either for pickup at the office or via USPS depending on their location, assigning online course keys required by the AHA)
 - Order catering for lunch at least a week out for the scheduled course.
 - Print/Assemble packets of documents to be placed in binders with the instructor bags given to candidates at check-in for the course.
 - Ensure snacks, drinks, and coffee are stocked and ready to go for the day of the course.
 - Manage the check-in process on the day of instructor courses.
 - Conduct a TC Orientation during the course which explains how to submit rosters and general TC info from the OAll perspective in coordination with the Education Manager.
 - Generate and assign a web access code for each instructor candidate to access the BREMSS Instructor Portal once their required monitoring is complete. (This is usually sent in a generic welcome email)
- Handle registrations/setup for Training Center Faculty (TCF) within the BREMSS TC who are conducting an instructor course for their high school students which includes:
 - Approving course requests
 - Handle invoice/financial information to be turned into the Program Manager for a proper invoice to be sent
 - Ordering materials as needed to be shipped or sent electronically
 - Setting up a registration link for students to register

- Organizing a time for OAll to complete a TC Orientation during the course
 - Assign discount codes for a BREMSS EMS Provider conducting an AHA class for EMS personnel within the seven county BREMSS region for free BLS, ACLS, or PALS eCards to be issued via the Intent to Train form.
 - After a course has been completed, the instructor submits the roster via the BREMSS Instructor Portal, the OAll prints the financial sheet showing the discount code applied and attaches it to the Intent to Train form and removes the code from TCM)
 - Conduct an inventory of all ECC materials each month and email the completed report to BREMSS staff.
 - Generate a quarterly report for free EMS cards issued within the quarter to be pulled from a completed file of Intent to Train Forms and email the completed report to BREMSS staff.
 - Assist the public with a class need for certifications either by contacting an instructor to conduct a course or provide information on accessing the AHA online HeartCode course and schedule a hands-on skills session at the BREMSS office.
- **BREMSS eLearning (LMS)**
 - Assist with technical issues experienced by users of the BREMSS eLearning Platform via email or phone.
 - Assist the BREMSS Education Manager with any tasks assigned involving the BREMSS eLearning Platform.
- **General office duties**
 - Answer phone calls/return voicemails and emails in OAll office.
 - Assist with visitors entering the front office.
 - Answering general BREMSS phone calls when other BREMSS staff are not available.
 - Ensuring all lights inside are off at the close of business on the BREMSS operations side of the office if the OAll is the last person to leave.
 - Checking all doors accessible from the outside are shut and locked at the close of business if the OAll is the last person to leave.
 - Ensure all thermostats on the BREMSS operations side are set to an appropriate temperature at the close of business.
 - Assist with other duties as assigned/needed by the Executive Director, Education Manager, or other staff.