

Program Manager, Education

Title: Program Manager, Education

Date Issues: April 22, 2026

Date Approved: April 22, 2026

Date Revised: April 22, 2026

Reports To: Executive Director

Job Type: Full-time, Salaried

POSITION SUMMARY OF DUTIES AND RESPONSIBILITIES:

The Program Manager, Education plays a central role in supporting the mission and goals of NEMTAC®. This individual is responsible for managing and scaling NEMTAC's education programs, ensuring effective communication, program execution, and alignment with NEMTAC standards.

The Program Manager will oversee educational initiatives, support instructor-led courses, manage student engagement and completion, and contribute to the continued development and expansion of NEMTAC's education programs.

This role operates in coordination with NEMTAC advisory committees and leadership but does not hold authority over standards development, interpretation, or approval.

This position requires a high level of organization, self-direction, and the ability to work remotely with minimal supervision.

QUALIFICATIONS:

Education and Training:

Baccalaureate degree or equivalent experience required. Master's degree preferred.

Experience:

Prior experience in program management, training, education, or a related field is required.

Experience within the Non-Emergency Medical Transportation (NEMT) industry or a closely related healthcare transportation field is strongly preferred.

Experience supporting instructor-led training, curriculum delivery, or learning management systems (LMS) is highly desirable.

Demonstrated ability to quickly learn and operate within evolving or imperfect systems, including managing course delivery, student tracking, and content updates with limited structure or documentation, is required.

Skills & Competencies:

- Strong organizational skills with attention to detail
- Excellent verbal and written communication abilities

- Ability to work independently and manage time effectively in a remote environment
- Proficiency in Microsoft Office Suite and online communication tools (e.g., Zoom, Microsoft Teams)
- Willingness and ability to travel nationwide as needed
- Comfort adopting and utilizing modern tools, including AI-assisted platforms, to support program delivery and operational efficiency

Working Conditions:

- This is a remote position, with travel required to attend meetings, conferences, and support instructor-led courses across the country.
- Flexibility in work schedule to accommodate travel and meetings across time zones.

DUTIES AND RESPONSIBILITIES:

Education Program Management:

- Oversee the NEMTAC® educational programs and ensure all content is current, accurate, and aligned with NEMTAC standards and industry expectations
- Monitor and update educational content based on feedback, program performance, and developments within the NEMT industry
- Collaborate with the Certification & Standards Advisory Committee (CSAC), advisory groups, and internal leadership to support the development and refinement of education programs
- Attend relevant advisory committee and workgroup meetings to implement new or revised educational initiatives
- Enroll and monitor students in educational programs
- Review and approve student assignments to ensure alignment with program standards and requirements
- Provide logistical and on-site support for instructor-led courses hosted across the country, including travel when necessary

Student and Course Management:

- Enroll and monitor students in educational programs
- Track student progress and completion
- Review and approve assignments to ensure alignment with program standards
- Maintain program integrity and consistency across all course delivery formats

Instructor-Led Training Support:

- Coordinate and provide logistical support for instructor-led courses
- Travel as needed to support course delivery and ensure program quality
- Serve as a point of contact for instructors and training partners

Outreach & Engagement:

- Serve as a primary point of contact for NEMTAC® education program inquiries and participant support
- Execute outreach efforts to increase participation in education programs
- Build and maintain relationships with providers, partners, instructors, and industry stakeholders to support program adoption and engagement

- Support expansion of education program utilization, including group enrollments and organizational participation

Advisory Committee Support

- Attend and support Certification & Standards Advisory Committee (CSAC) and other education-related advisory committee meetings
- Prepare agendas, supporting materials, and meeting minutes for CSAC and assigned committees
- Coordinate implementation of committee recommendations related to education programs following appropriate approval processes
- Provide administrative and coordination support for advisory committee activities under the direction of the Executive Director, who serves as the NEMTAC Standards Coordinator
- Ensure that all committee activities, documentation, and communications align with NEMTAC governance policies and ANSI requirements
- No independent authority over standards development, interpretation, or approval is assigned to this role

Administrative Support

- Maintain accurate records related to education programs
- Prepare reports and updates for leadership and advisory committees
- Support the Executive Director with program-related administrative tasks