



Learning Experience Coordinator

The Learning Experience Coordinator is a key point of contact for customer service needs across the Healthcare Transformation division, supporting any individual or organization the division works with through its capacity building work, including health systems, clinical providers, grantees, community-based organizations, and partners across the field. This role sits at the intersection of customer support, digital learning, and administrative operations, managing the day-to-day touchpoints that shape how customers experience the organization. Working closely with the Manager of Healthcare Transformation Operations and in close partnership with the Data Systems Analyst on the IT side, who manages the backend infrastructure of the organization's digital systems, this position ensures that the organization's digital tools, learning platforms, and customer-facing communications are running smoothly and meeting the needs of the people being served.

The salary for this position is \$65,935.00 This position can be based in our Los Angeles office with a hybrid work schedule.

KEY DUTIES + RESPONSIBILITIES:

- Serve as a key point of contact for customer service inquiries, monitoring and responding to questions via the training voicemail and training mailbox and routing inquiries to the appropriate staff as needed
- Build and maintain LMS courses and CE certificate modules for new and existing trainings in close partnership with the Data Systems Analyst, who manages the backend infrastructure supporting these platforms
- Maintain accreditor paperwork, training ID numbers, reports, and payments to accreditors
- Manage customer interactions related to training payments and billing
- Support the logistics of events and meetings by building out ticketing platforms, creating Zoom links for hybrid attendees, preparing attendee lists and nametags, and communicating with virtual attendees before and during events
- Publish webinar recordings, FAQs, and program updates to the Essential Access website and ensure program pages and homepage highlights are current and accurate

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required to perform this job.

- 3+ years of experience in customer service, administrative support, or a related role
- Demonstrated ability to manage multiple tasks and competing priorities in a fast-paced environment
- Strong written and verbal communication skills with a customer-first orientation



- Experience with learning management systems or similar digital platforms
- Comfort with technology and ability to learn new systems quickly
- High attention to detail and strong organizational skills
- Commitment to equity, inclusion, and responsive service
- Other duties as assigned.

We will consider for employment all qualified applicants, including those with criminal histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

Essential Access offers a competitive salary + benefits. Essential Access is an M/F, Disabled, and Vet EEO/AA Employer.