

JOB DESCRIPTION: **Operations Specialist**

FLSA* Classification: Exempt Non-Management (Professional)

Reports To: Assistant Business Manager

Date: Created: 07/2015; Revised: 01/2017, 4/2017, 1/2019

POSITION SUMMARY:

The American Academy of Nurse Practitioners Certification Board (AANPCB), located in Austin, TX, provides excellence in testing and national certification for nurse practitioners. The AANPCB **Operations Specialist** provides advanced administrative support necessary to ensure efficient day-to-day operations for the organization.

ESSENTIAL JOB FUNCTIONS:

1. Provide reliable senior level administrative support for the Business Manager, Assistant Business Manager, and Directors with day-to-day work activities of the AANPCB office. Responsibilities include ensuring accurate and efficient processing of incoming documents received daily via mail, e-mail, or fax; managing the general certification email, monitoring the status of documents in the Certification Management Database; and reviewing applications for test score release. Ensure timely and appropriate response to email and telephone inquiries regarding the program and the business.
2. Responsible for protecting the integrity and confidentiality of customer and company information, and information related to the Certification Management Database and the network.
3. Assist the Assistant Business Manager with coordinating the quality assurance processes and the Quality Improvement program. Assist with monitoring intra- and inter-departmental processes, seek solutions, and make recommendations for improvement as indicated or requested. Prepare weekly, monthly, quarterly, and annual reports to reflect AANPCB activities.
4. Ability to maintain effective internal and external departmental communications and public relations; and work with employees and management to achieve individual and organizational goals through promotion of positive teamwork.
5. Assist with coordination and training new employees and cross-training of AANPCB employees.
6. Assist with planning, organizing, monitoring, and completing AANPCB activities and projects, including Travel and Meeting activities, in an efficient, organized, and timely manner paying special attention to detail and cost.
7. Assist with the development and maintenance of corporate policies, procedures, guidelines, and records.
8. Assist with designing, monitoring, maintaining, and updating website and other publicly available materials.
9. Assist with processing of online and paper applications entering applicant's information into the certification management database.
10. Responsible for taking minutes (i.e. staff meeting).
11. Assist with the contracted IT vendor AANPCB as indicated in the coordination network, software, or hardware issues, and network support for employees.
12. Performs other duties as assigned.

SKILLS AND QUALIFICATIONS:

1. Demonstrated ability to successfully develop, organize, and coordinate multiple tasks and challenging projects; prioritize to keep projects on target within timelines and budget constraints; and obtain management and organizational support for tasks and projects.

2. Experience with multi-line phone system, receiving, and routing calls required. Ability to operate and train basic office equipment.
3. Ability to speak, listen and write in English in a clear, thorough, timely, and professional manner using appropriate and effective communication tools and techniques required. Excellent communication skills and personality conducive to working as a team member and as a representative working with the public. Experience writing business correspondence and preparing writings that reflect a polished and professional image required. Bilingual in English and Spanish preferred.
4. Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
5. Ability to perform under deadlines and changing schedules.
6. Flexibility and willingness to adjust one's schedule to meet the demands of the organization, especially during peak times.
7. Displays professionalism; demonstrated self-starter; is reliable, responsible, and dependable; shows loyalty and concern for the integrity and professional image of the organization.

SUPERVISORY RESPONSIBILITY:

This position is not responsible for direct supervision of employees. Responsibilities will be carried out in accordance with organizational policies and applicable laws. Responsibilities include coordination and training of employees under the direction of the management team.

WORK ENVIRONMENT:

This job operates in a professional office environment that primarily deals with customers via email and telephone. May occasionally be required to perform job duties outside of the typical office setting. Daily interaction with staff and management is required. This position routinely uses standard office equipment such as computers, phones, photocopy, and fax machines.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Able to lift up to 25 pounds.

POSITION TYPE / EXPECTED HOURS OF WORK:

This is a full-time exempt Non-Management position. Employees in this position are paid a salary and are not eligible to receive overtime pay for any hours worked over 40 in a work week. Hours of work and days are 8:00 am to 5 pm, Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

TRAVEL:

Ability and willingness to attend/ travel to meetings or on company business as needed up to 5% of the time.

REQUIRED EDUCATION AND EXPERIENCE:

1. Bachelor's degree.
2. Project development and implementation experience
3. Proficient in the use of a variety of software, including current Microsoft Office products, on-line database systems, document scanning, and presentation software applications.
4. Experience with Web Publishing and HTML.

PREFERRED EDUCATION AND EXPERIENCE:

1. Master's degree in a relevant field such as business or non-profit management.
2. Experience working with non-profit organization, membership organization, nursing association, state board of nursing, educational program, continuing education provider, or accreditor.

INTERNAL RELATIONSHIPS:

Works with AANPCB staff, Management, and Commissioners.

EXTERNAL RELATIONSHIPS:

Works with applicants, certificants, educational faculty, advanced practice registered nurses, professional membership organizations, public, and business vendors.

WORK AUTHORIZATION / SECURITY CLEARANCE:

Background check required.

OTHER DUTIES:

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

<i>Signature below constitutes employee's understanding of the requirements, essential functions and duties of the position. I have read and understand this job description for the Operations Specialist. I have been given the opportunity to ask questions and my questions have been answered. I accept the position and responsibilities as described.</i>	
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Printed Name:	
Signature:	Date:

Approved by all levels of management: 01.18.19