

JOB DESCRIPTION: Certification Program Specialist

FLSA* Classification: Non-Exempt Non-Management

Reports To: Business Manager

Date: Created: 11/2013; Revised: 07/2015, 08/2017, 02/2019

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 **Certification Program Specialist** provides advanced administrative support necessary for successful completion of daily certification activities.

ESSENTIAL CERTIFICATION PROGRAM SPECIALIST JOB FUNCTIONS:

1. Responsibilities include ensuring accurate and efficient processing of incoming documents received daily via mail, e-mail, or fax for business purposes of nurse practitioner certification.
2. Ensure timely and appropriate response to program and other company-related email and telephone inquiries.
3. Responsible for protecting the integrity and confidentiality of customer and company information, and information related to the Certification Management Database and the network.
4. Responsible for maintaining currency of graduate education program information in the Certification Management System (CMS) Database and communicating program updates with staff.
5. Assist the Director of Certification with educational program aggregate reports and serve as a representative in correspondence with educational faculty.
6. Responsible for overseeing maintenance and shipping of the test development reference book library.
7. 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.
8. Monitor intra- and inter-departmental processes; assist with preparation of reports to reflect certification program activities; seek solutions and make recommendations for improvement as indicated or requested.
9. Assist with the development and maintenance of company policies, procedures, guidelines, and records as necessary.
10. Assist with processing applications as needed.
11. Perform other duties as assigned.

ESSENTIAL MARKETING JOB FUNCTIONS:

1. Collaborate with the management team and vendor consultants to create marketing content to engage certification stakeholders. Responsible for coordinating, developing, and implementing marketing plans and materials.
2. Responsible for ordering and ensuring sufficient stock of marketing materials for office supply and conference use.

SKILLS AND QUALIFICATIONS:

1. Demonstrated ability to successfully develop, organize, and coordinate multiple tasks and projects; prioritize to keep projects on target within timelines, changing schedules, 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 others to use 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.
4. Experience writing business correspondence and other written materials that reflect a polished and professional image required.
5. Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
6. Displays professionalism; demonstrated self-starter; is reliable, responsible, and dependable; shows loyalty and concern for the integrity and professional image of the Certification Program.
7. Flexibility and willingness to adjust one's schedule to meet the demands of the organization, especially during peak times.

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 may 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 non-exempt non-management position. Employees in this position are paid an hourly pay rate and eligible to receive overtime pay for any hours worked over 40 in a work week. Hours of work are ~ 8:30 am to 4:30 pm, Monday through Friday. Occasional evening and weekend work may be required as job duties demand.

TRAVEL:

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

REQUIRED EDUCATION AND EXPERIENCE:

1. Bachelor’s degree required.
2. Minimum 2-3 years administrative experience or comparable background/ experience.
3. Proficient in the use of a variety of software, including current Microsoft Office products, on-line database systems, and document scanning.

PREFERRED EDUCATION AND EXPERIENCE:

1. Bachelor’s in a relevant field such as business or non-profit management.
2. Experience working with non-profit organizations, membership organizations, nursing associations, state boards of nursing, educational programs, continuing education providers, certifying organizations.
3. Experience with Web Publishing, HTML, and presentation software applications.
4. Experience with Adobe Photoshop and/or Adobe Illustrator.
5. Experience with client-facing content marketing work to engage and promote brand awareness.
6. Bilingual in English and Spanish preferred.

INTERNAL RELATIONSHIPS:

Works with AANPCB staff. May work with members of the Board of 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 Certification Program 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>	
Printed Name:	
Signature:	Date:

This job has been approved by all levels of management. 03.04.2019