JOB DESCRIPTION: Credentialing and Accreditation Coordinator

FLSA® Classification: Exempt (Professional)
Approved by AANPCB Management: 12.2020

POSITION SUMMARY:
The American Academy of Nurse Practitioners Certification Board (AANPCB) provides excellence in testing and national certification for nurse practitioners. The Credentialing and Accreditation Coordinator assists in development and organization of operating guidelines, policies, procedures, and projects required to support the certification board, certification programs, and mission under the direction of the Director of Certification. AANPCB is located in Austin, TX.

ESSENTIAL JOB FUNCTIONS:
- Actively supports and upholds the Company’s stated mission and values.
- Ensures compliance with company policies in conducting business operations.
- Responsible for the development, revision recommendations, and maintenance of operational policies, procedures, guidelines, and records to ensure certification program compliance.
- Responsible for successful completion and timely submission of accreditation applications for each of the certification programs. Collaborate with third party vendors, including the program psychometrician, to complete exam development, statistics, and security sections of the application.
- Responsible for coordinating the quality assurance processes and meetings for the Quality Improvement Program. Monitor intra- and inter-departmental processes, seek solutions, and make recommendations for improvement as indicated. Prepare quarterly and annual reports.
- Monitors program activities to ensure compliance with accreditation standards, including maintenance of NP-C credential designation registration, expiring and retiring active certifications and expiring outdated applications per the Records Retention Policy.
- Assists with exam development activities as required. Responsible for exam development documentation organization and currency of subject matter expert participant meeting tables and annual sampling plans.
- Assists with the development and maintenance of internal and published certification materials (e.g., annual report, website, handbooks, applications).
- Serves as a resource for the certification staff and supports the certification/recertification programs by answering the more complicated emails and phone calls.
- Collaborates with the professional review of certification applications to (1) determine eligibility of applicants for certification, (2) minimum requirements for recertification have been met, and (3) process temporary certification extension hardship applications.
- Responsible for the processes of expiring and release of certifications and abandoning applications as applicable in the certification management system under the direction of the Chief Executive Officer or Director of Certification.
- Assists with the planning and coordination of meetings and materials for the Board of Commissioners (BOC) and exam development activities.
- Responsible for preparation of annual commissioner election drafts upon receipt of candidate and ballot information from the BOC Nominations Committee.
- Maintains effective internal and external public relations and serves as a spokesperson for the certification program in conjunction with the Business Manager, Director, and Chief Executive Officer.

SKILLS AND QUALIFICATIONS:
• Knowledge of, and ability to keep abreast of current developments of, nurse practitioner professional certification and credentialing issues.
• Strong analytical and organizational skills with attention to detail and ability to problem solve.
• Demonstrated ability to plan and coordinate multi-phase, deadline-oriented projects. Requires minimal supervision.
• Excellent interpersonal communication skills, both written and oral, command of the English language that reflects a polished and professional image, and experience writing business correspondence.
• Dedication, flexibility, and willingness to adjust one’s schedule to meet the demands of the organization, especially during peak times. Ability to perform under deadlines and changing schedules.
• Displays professionalism, welcomes professional challenges, demonstrated self-starter, seeks increased responsibilities, and shows loyalty and concern for the integrity and professional image of the Certification Program.
• Proficient in the use of a variety of software, current Microsoft Office products, on-line database systems, computer networks, and network security measures.
• Update job knowledge by participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in professional organizations.
• Conflict of Interest/Confidentiality and Disclosure Statement is required.

REQUIRED EDUCATION AND EXPERIENCE:
• Certified Nurse Practitioner with either a master’s or doctoral degree or advanced degree in a relevant field such as business, leadership, or non-profit management.
• Experience with Quality Control Management Systems, Personnel Certification Body Accreditation, and/or Human Resource Management preferred.
• 10 years of professional experience preferred.

EXPECTED HOURS OF WORK:
This is a full-time Exempt 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 business are 8:30 am to 4:30 pm, Monday through Friday except on holidays. Ability to work outside normal work hours to include weekends and evenings as job duties demand to meet deadlines.

INTERNAL RELATIONSHIPS:
Reports to and works under the direction of the Director of Certification. Works directly with AANPCB staff and Management.

EXTERNAL RELATIONSHIPS:
Works with the contracted professional testing service, professional regulatory bodies, professional membership organizations, certification applicants, nurse practitioner educational faculty and education programs, certified nurse practitioners, program accreditors, and vendors to ensure adherence of AANPCB policies and procedures.

SUPERVISORY RESPONSIBILITY:
This position is not responsible for direct supervision of any employee. Responsibilities will be carried out in accordance with organizational policies and applicable laws.

WORK ENVIRONMENT:
This job operates in a professional office environment that primarily deals with customers via email and telephone. Daily interaction with staff and management is required. This position uses standard office equipment such as computers, phones, and scanners routinely. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Able to lift 25 pounds.
**TRAVEL:**
Ability and willingness to attend/travel to meetings or on company business as needed up to 15%.

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

**WORK AUTHORIZATION:**
Background check required.

**EEO STATEMENT**
AANPCB is an equal opportunity employer that is committed to diversity and inclusion in the workplace and prohibits discrimination and harassment of any kind based on race, color, sex, religion, sexual orientation, national origin, disability, pregnancy, or any other protected characteristic as outlined by federal, state, or local laws. This policy applies to all employment practices within our organization, including hiring, promotion, termination, leave of absence, compensation, benefits, and training. AANPCB makes hiring decisions based solely on qualifications, merit, and business needs.

*Fair Labor Standards Act (FLSA)*