



Director of Certification

Reports To Vice President, Practice Development and Chapter Relations
FLSA Exempt - Full Time
City/State Little Rock, AR or Nashville, TN

Description **GENERAL DESCRIPTION OF POSITION**

The Director of Certification provides leadership and oversight to grow and continually improve the certification program. They are responsible for managing and overseeing certification processes, products, resources and outcomes. The Director maintains the integrity of the certification program and ensures best in class performance by achieving performance metrics, maintaining quality standards and providing exceptional customer service. The position is key in generating metrics to identify trends that aid in the improvement of the program. The Director oversees the development of standards and testing materials and ensures that all activities and requirements are met. They collaborate with the executive team and advisory boards to design and execute strategic plans.

Requirements **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Lead the certification program, oversee processes, meet quality standards and achieve performance outcomes.
- Develop strategies for member and health system outreach to demonstrate and promote value of certification.
- Identify certification product growth opportunities and strategies.
- Demonstrate expertise, ensure the certification service level standards are met, develop and enforce the established policies, guarantee superior customer service and comply with certification requirements.
- Maintain the integrity of the certification program by defining accountability, establishing performance objectives, providing training and guidance, and ensuring that all policies are understood and are adhered to.
- Maintains certification files, reports and tracking methods to meet regulations and internal standards.
- Oversee program budget revenue and expense trends and achieve targets.
- Develop monitoring systems, create and track certification metrics to identify trends as it relates to the issues and needs of the certification program and leverage the findings to improve the program management.
- Demonstrate expertise and oversight of certification customer service inquiry management, both phone and email processes.
- Demonstrate resourceful, creative and strong problem-solving acumen.
- Review detailed standards and synthesize information to ensure compliance with administrative requirements.
- Collaborate with internal and external resources to conduct independent audits or observations to ensure test content, access integrity and compliance with test administration policies and procedures are applied and correctly administered.



- Oversee education, training, and/or information on test security policies, procedures, and practices related to the certification program including but not limited to creating communications and/or training materials, and conducting informal meetings, presentations or training events.
- Collaborate with internal teams to ensure effective communication and seamless customer service experience to certification applicants.
- Lead committees, support to advisory board and serve as a representative of the organization at sponsored programs and conferences regarding the certification process.

EDUCATION AND EXPERIENCE

- Bachelor's degree in marketing, public relations, competency based learning, or related field from an accredited college or university
- Minimum of 3 years' experience in related field. Previous association experience preferred and previous certification experience a plus
- Knowledge of certification programs, standards and requirements
- Demonstrated experience successfully managing customer service inquiries and disputes
- Experience working with Customer Relationship Management (CRM) systems (e.g. Salesforce) and databases (e.g. MS Excel)
- Enthusiastic approach, self-reliant and the ability to work successfully with minimal supervision are critical to success
- Proven relationship building skills. Promotes cooperation and mutual support to achieve goals.
- Exceptional time and project management ability and highly detail-oriented
- Strong presentation skills
- Ability to work in a small, fast-paced office environment and constantly striving toward service improvement and standards of excellence.
- Responds positively to changing business needs and responsibilities. Adapts approach and methods to achieve results.

COMMUNICATION AND CRITICAL THINKING SKILLS

- Superior attention to detail, organizational and follow up skills
- Excellent verbal, written, and interpersonal communication skills

SOFTWARE SKILLS REQUIRED

- Proficient: Microsoft Word, Excel, and Outlook

EXPECTED TRAVEL

Availability for 10% travel per year, including some weekends