



Manager of Certification and Client Services

Reports To Director, Association and Client Services
FLSA Exempt - Full Time
City/State Remote, any location in the US

Description **GENERAL DESCRIPTION OF POSITION**

The Manager of Certification and Client Services is responsible for certification development and testing, operational processes, regulatory compliance, customer service, and acting as a liaison to the certification governing board.

The immediate focus will be on the certification program, but the position offers the opportunity for growth within the company, to include learning about and potentially managing other association duties as appropriate.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Ensure testing reflects current Standards of Practice and Scope of Service
- Implement long-term certification strategy to ensure future viability
- Ensure compliance with required standards
- Manage contracted testing services company and ensure quality of services provided
- Ensure the overall effectiveness and quality for all testing services
- Manage certification renewal process, including continuing education requirements
- Manage certification appeals by facilitating the review and documentation and communicating the decision process
- Collaborate with communications and marketing to effectively promote the benefits of certification to potential candidates
- Manage/achieve the certification annual budget, including revenue and expense goals
- Manage and achieve yearly candidate testing and retention goals
- Other duties as assigned

Requirements **EDUCATION, EXPERIENCE & SKILLS**

- 4-6 years' experience in an association credentialing program, preferably in management
- Bachelor's degree preferred
- Experience in assessment utilization and maintenance, including statistical and practice analysis
- Knowledge of certification: purpose, standards, and compliance
- Experience with accreditation of credentialing programs preferred
- Excellent verbal, written and interpersonal skills – ability to professionally interact with diverse populations
- Experience working with board and committees
- Extraordinary attention to detail
- Proficient with MS Office products including Word, Excel, and Outlook



- Willingness to learn, and interest in growing beyond certification into other areas of association management
- Commitment to upholding our values and engaging in personal and professional development
- Ability to collaborate and work effectively in a remote work setting. Capable of building relationships with clients and colleagues remotely

COMMUNICATION AND CRITICAL THINKING SKILLS

Ability to read, analyze, and understand general business/company related articles and professional journals; ability to speak effectively before groups of customers or employees. Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

EXPECTED TRAVEL

10%

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EQUAL EMPLOYMENT OPPORTUNITY

CGi is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.