NIGP is expanding our Certification Programs department. We are looking for a new Certification Programs Specialist to join our team.

As NIGP’s Certification Programs Specialist under the direction of the Director of Certification Programs, you will evaluate and make determinations regarding eligibility for certification, recertification, and Certification Awards. Review all submitted applications to be sure all documentation is there, correct, in order. The Certification Specialist is responsible for general correspondence, information requests, billing, collections, and general clerical duties. The Certification Assistant is occasionally assigned special projects that have broad impact on NIGP.

This is an entry level position, for an individual with 1 – 2 years’ experience in certification programs and is seeking to join an expanding team and grow their professional skills and accomplishments.

Your Key Responsibilities will be:

**Application Review & Evaluation**
- Reviews all applications for certification, recertification, and for awards
- Evaluates and makes determinations regarding eligibility utilizing Governing Board directed requirements for certification, recertification, and awards
- Assigns status to certification and recertification applications based on evaluation and updates database accordingly

**Certification Processing**
- Issue application approval, testing, and certified status communications
- Maintains accurate files and records including paper and electronic certification
- Prepare and distribute warning notices for recertification and lapsed certifications
- Prepare and distribute certification certificates coordinate the production and distribution of awards

**Applicant Communications**
- Serve as primary contact for certification inquiries
- Responds appropriately to inquiries (phone, fax, mail, and email) regarding eligibility
- Proactively communicates with applicants to resolve any application issues (missing documentation, incomplete information, etc.)
- Prepares appropriate, timely and accurate correspondence to the applicant regarding the outcome of the application review process

**Administrative Support**
- Prepare listings of newly certified individuals for publication
- Maintain accurate program stats and demographics and produce related reports as requested
- Process all financial transactions
- Develop and maintain accurate SOPs
- Prepare and coordinate the shipment of booth and promotional materials to industry events
- Maintain supply inventory

**Your Ideal Skills and Abilities:**
- Must have previous certification program experience
- Knowledge of Microsoft Office and educational/certification databases
- Ability to prioritize projects, handle multiple tasks and meet deadlines and handle multiple tasks simultaneously and independently
• Ability to work independently and make decisions within guidelines
• Possess excellent judgement, can reasonably determine when issues need to be escalated
• Strong attention to detail
• Maintain confidence of all certification program records
• Ability to balance numerous competing priorities ensuring outstanding levels of customer service while simultaneously meeting deadlines for other duties
• Self-motivation and independent thinking skills
• Strong problem-solving skills
• Excellent telephone and customer service skills with outstanding verbal and written communication
• Ability to maintain good interpersonal relationships with both internal and external customers
• Ability to be flexible and resilient

**Your Minimum Qualifications are:** Any combination of education, experience and training equivalent to:

• High School Diploma or G.E. D., Associates Degree (BS preferred but will consider experience in lieu of)
• 2 years of experience in a certification program support position with at least 1-2 years in an association environment desired.

At NIGP, we are committed to provide competitive salaries that are equitable and reflect the requirements and responsibilities of the position. In addition, we continuously benchmark our benefit package.

NIGP is an Equal Opportunity Employer, that values the strength diversity brings to the workplace. Individuals with Disabilities and Protected Veterans are encouraged to apply. EOE M/F/D/V are encouraged to apply.

To apply, please email resume along with salary history/requirements to careers@nigp.org.

Visit [www.nigp.org](http://www.nigp.org) for more information about the Institute.