

Certification Coordinator

Interested in growing your skills. Do you have a passion for delivering amazing customer service? Are you looking for your next challenge with an association that is in growth mode? Our opportunity is the kind that doesn't come around very often.

NIGP is on the hunt for a Certification Coordinator to join our Certification team. This is an entry level position.

A talented, driven professional to join our dynamic group of professionals that will be deeply dedicated to advancing our members profession. While work experience and educational preparation are certainly important, we don't just hire the best resumes, we hire talented individuals that are a great fit for our culture and values first.

We are looking for someone with a strong attention to detail, with a drive to deliver top notch customer service to our members.

Your Key Responsibilities will be:

Application Review & Evaluation

- Reviews all applications for certification candidacy
- Evaluates and makes determinations regarding eligibility utilizing Certification Commission directed requirements for certification and eligibility
- Assigns status to certification and recertification applications based on evaluation and updates database accordingly
- Maintains accurate files and records including paper and electronic certification
- Prepare and distribute warning notices for recertification and lapsed certifications
- Orders certificates for new NIGP-CPPs and responds to all questions
- Mails NIGP-CPP lapel pins to new NIGP-CPPs and maintains lapel pin and padded envelope inventories

Certification Processing

- Updates NetForum/OpenWater/Prolydian systems after application and candidacy approval.
- Maintains correct Approved Tracking Spreadsheet
- Contacts applicants with application issues and maintains correct "Needs Response" Tracking Spreadsheet

Applicant Communications

- Serve as primary contact for certification inquiries
- Responds appropriately to inquiries (phone, fax, mail, and email) regarding program information

- 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 to order printed certificates and to mail lapel pins
- Develop and maintain accurate SOPs for Coordinator position
- 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 or customer service experience
- Knowledge of Microsoft Office, Excel, and membership/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:

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 or customer service support position with at least 1-2 years in an association environment desired.

Prefer nonprofit association experience

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.