



Position Description

Job Title: Coordinator, Accredited Provider and Member Services

Organization Overview:

The International Association for Continuing Education and Training (IACET) is a 501(c)(3) non-profit organization which accredits training providers and offers individual memberships on an international basis. The Association's mission is to advance the global workforce by providing the standard framework for quality learning and development through accreditation.

Job Overview: This position supports the organization's accredited provider and member services efforts. This includes providing support to potential and current accredited providers and members; assisting with meeting planning, assists with marketing efforts, provides committee support; provides information on membership and accreditation matters; and performing other collateral duties and special projects to support the organizational mission. This position reports to the Manager of Marketing and Communications.

Responsibilities and Duties:

- ✦ Serves as a primary point of contact for customer service and accreditation inquiries
- ✦ Provides information and assistance to external and internal stakeholders
- ✦ Oversees all new accredited provider and member application process
- ✦ Assists in member billing and accounts
- ✦ Assists in maintaining prospect database
- ✦ Assists with communication and messaging functions to promote IACET
- ✦ Assists with facilitation of meetings, conferences, and training events
- ✦ Provides support to areas of marketing and communications
- ✦ Performs other duties as assigned

Supervisory Responsibilities: This position may serve as an acting supervisor on an as needed basis.

Qualifications

Required education level: Bachelor's degree (Business or Education major preferred)

Desired Experience:

- ✦ Experience in accreditation and/or the field of adult training and education;
- ✦ Experience working for or with non-profit organizations/associations;
- ✦ Experience in performing customer service functions for the public.

Location: Washington, DC metro area

Work environment: Office

Travel: Moderate overnight travel may be required to attend meetings, conferences, or training events (12-15 nights/year)

Classification: Non-Exempt

Salary range: \$40,000-\$50,000



Required Knowledge, Skills, and Abilities:

Attention to Detail - Is thorough when performing work and conscientious about attending to detail.

Computer Skills - Uses computers, software applications, databases, and automated systems to accomplish work. Knowledge of specifications, uses, and types of computer or computer-related equipment. Knowledge of office technology such as, but not limited to, Microsoft Office 365, conferencing technology and other information technologies to create, store, and present information

Customer Service - Anticipates and meets the needs of both internal and external customers. Delivers high-quality products and services; is committed to continuous improvement.

Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Oral Communication - Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations

Stakeholder Management - Knowledge of the concepts, practices, and techniques used to identify, engage, influence, and monitor relationships with individuals and groups connected to a work effort; including those actively involved, those who exert influence over the process and its results, and those who have a vested interest in the outcome (positive or negative).

Technical Competence - Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Written Communication - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

Date Revised: December 2019

