**POSITION DESCRIPTION**

**Title: Director of Credentialing Services**

**Supervisor:** Executive Director, CAMICB

**Department: Community Association Managers International Certification Board (CAMICB)**

**FLSA Status:** Exempt **Date:** September 1, 2018

**Required Background:**

**Education:** Bachelor’s degree required. Related experience with an association, non-profit organization, or similar organization and direct supervisory experience required. .

**Skills:** Excellent written and verbal communications skills, detail oriented, and

excellent customer service skills. Strong computer, analytical and problem-solving skills. Ability to handle multiple projects and demands in a timely manner. Ability to supervise certification support staff, including oversight of project scheduling. Strong project management skills required. Ability to assist in the creation and execution of the budget.

**Experience:** Minimum of five years related work experience. Prior non-profit

experience preferred, preferably in professional credentialing.

**Primary Duties (Describe, in declining order, the top 5‑8 major job responsibilities for which the incumbent will be held accountable):**

1. **Manage day-to-day operations of CAMICB**
   1. Supervise Manager, Credentialing Services & Marketing, Credentialing Associate, Credentialing Assistant.
   2. Oversee application, recertification, reinstatement, retired status programs and processes.
   3. Oversee database management including upgrade implementations, data integrity, reporting.
   4. Work closely with Accounting Department to ensure accurate and timely processing of all payments.
   5. Provide support as needed to CAMICB volunteers: Board, Subject Matter Experts, Committee members.
2. **Accreditation Activities: CMCA Examination**

* Working with the Executive Director, coordinate activities in support of ANSI Accreditation for the CMCA examination program, including compilation of Operations Manual, Policies and Procedures Manual, and documentation of internal Management System. Prepare program for on site ANSI review inspection and position program for on going maintenance of ANSI accreditation.
* Working with the Executive Director, coordinate activities in support of compliance with NCCA Standards for Accreditation and maintain CMCA examination for NCCA reaccreditation. Coordinate activities in support of NCCA reaccreditation.

1. **CAMICB Board of Commissioners and Subcommittees**
   1. Coordinate preparation and dissemination of all Board materials for up to six Board of Commissioner meetings per year. Working with Credentialing Assistant, coordinate logistics (meeting space, hotel reservations, food and beverage, social events, expense reports) for two in-person meetings per year.
   2. Oversee Credentialing Associate as liaison to the CMCA Exam Development Committee.
   3. Oversee prerequisite education program offerings.
   4. Oversee work conducted by the CMCA Continuing Education Review Committee managed by the Manager, Credentialing Services & Marketing.
2. **Manage Marketing and Communication Efforts**

* Working with Executive Director and Manager, Credentialing Services and Marketing, develop annual communications and marketing plans and budget.
* Serve as project manager on all marketing and communication initiatives, overseeing implementation efforts of Manager, Credentialing Services and Marketing and consultant team. Areas of activity include social media efforts,

website content updates, search engine optimization, including Google Analytics and Google Adwords campaign, and Smartbrief coordination, marketing and reporting.

* Develop long-term marketing goals and plans maximizing strategic alliance with CAI.

1. **Support Legislative and Regulatory Efforts**

* Provide support to CAI’s Government & Public Affairs team, Legislative Action Committees and executive director on legislative and regulatory efforts.
* Represent CAMICB at legislative meetings and events promoting the CMCA credential to government officials to include NCSL and various state meetings.
* Work with CAI’s Government & Public Affairs team to ensure the endorsement of the CMCA program by states and international entities.
* Work with CAI’s Government & Public Affairs team to track federal and state legislation; disseminating information to CMCAs

1. **Business Development**

* Manage updates of CAMICB policies and procedures.
* Serve as primary liaison to CAI committees (international business unit and Net FORUM working group)
* Seek out and participate in industry events, trade shows, speaking engagements (CAI Chapters, Cooperator events, etc.) as deemed appropriate by the Executive Director
* Assist in the budget creation and management of CAMICB financials

1. **Support Special Projects**

* Provide project management support for special projects at direction of the Executive Director
* Maintain consistent CAMICB presence at CAI conference and other CAI events deemed appropriate by the Executive Director

**Inter-Departmental Relationships (Briefly describe how this position must interact with the following departments):**

* **CAMICB**: Works closely with Executive Director on all aspects related to the administration of the certification program, marketing, communications, standards of conduct, regulatory affairs, accreditation, and special projects. Supervises CAMICB support staff
* **CAI Marketing/Communications**: Maintains ongoing relationship and communications with staff to promote the CMCA credential, the CMCA brand and CAMICB
* **CAI Government & Public Affairs:** Maintains ongoing relationship and communications with staf**f** to monitor issues affecting certification.

**CAI Education:** Maintains ongoing communications with the CAI Education Department staff to share information regarding designations and certification. Respond to chapter requests for information, and meet with chapter staff during conference to give program updates.

* **CAI F&A:** Maintains ongoing relationship with Accounting staff to ensure payments are processed correctly and in a timely manner. Works with IT staff to ensure website, netFORUM database and ecommerce are maintained, upgraded, sufficiently tested to ensure user ease.

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**Supervisory** Responsibility **(List all positions supervised):**

**Credentialing Associate**: assure that Certification Associate effectively manages CMCA application process, results delivery, data transfers to testing vendor and all related support functions. Assure that Certification Associate delivers timely, responsive customer service. Assure delivery of timely candidate metrics to Executive Director, CFO and Board. Oversee administration of Standards of Professional Conduct Compliance activities.

**Credentialing Assistant**: assure that the Certification Assistant effectively delivers timely, responsive customer service and manages the CAMCIB electronic document system. Assure that Certification Assistant provides effective support to various staff on special projects.

**Manager, Credentialing Services & Marketing:** assure that Manager effectively manages the CMCA recertification, reinstatement and retired status processes; delivers timely, responsive customer service, and provides appropriate recertification metrics to Executive Director and Board. Assure that Manager provides effective support to CE Review Committee in management of continuing education review and approval processes. Assure that Manger performs marketing responsibilities including social media postings and reporting and additional projects in the marketing portfolio.

**Fiscal Responsibility (Briefly describe all budget, revenue, acquisition or other types of financial responsibility):**

Provide information to Executive Director and CFO as needed for budget, participate actively in development of annual budget.

**External Relationships (Briefly describe the types, purposes, and relationship with organizations and/or individuals outside the organization):**

This position has extensive contact with current and potential CAMICB certificants, CAMICB Board members, continuing education committee volunteers, subject matter experts, and vendors, including IT consultants, newsletter services, mailing services, hotels, and the CMCA testing vendor. This position also interacts with CAI members and nonmembers at conference and through ongoing communication.

Position interacts directly with credential holders seeking to reinstate a credential; oversees preparation of all materials for Board meetings; prepares materials in advance of monthly meetings of continuing education committee; manages meeting arrangements for SMEs; manages contract services with IT consultants and mailing services, negotiates hotel room blocks, and, in conjunction with the Executive Director, interacts regularly with testing vendor and electronic newsletter vendor.

**Authorizations:**

**Incumbent: Vacant**

**Supervisor: John H. Ganoe, CAE**

**Department Head: John H. Ganoe, CAE**