POSITION TITLE: Credentialing Programs Associate

POSITION DESCRIPTION

The American Association of Family and Consumer Sciences is a member organization that is currently seeking a candidate for the position of Credentialing Programs Associate.

This new position is vital to the success of AAFCS and its credentialing program. The position will provide the primary administrative and support services and customer assistance for the Pre-Professional Assessment and Certification (Pre-PAC) program. This full-time position will work remotely and will report to the Senior Director: Credentialing, Education and Research.

QUALIFICATIONS

At least two years of experience in administrative and support services is required.

An associate or bachelor’s degree is desired.

A combination of education and/or experience in family and consumer sciences content or credentialing management preferred.

Skillful in the use of Microsoft Office, Google Workspace, databases and/or Association Management Systems (AMS) with the affinity to learn new software and systems.

Demonstrated organizational skills and analytical and problem-solving skills.

Experience in anticipating deadlines and handling multiple, competing priorities to meet concurrent deadlines.

Skillful in composing and editing documents.

Strong customer service skills and ability to deal with questions and concerns in an articulate, efficient, and diplomatic manner.

Ability to work well both individually and as a team member.

Sound judgment and honesty with a commitment to a “transparent” style of organizational culture.
RESPONSIBILITIES

Provide the primary administrative and support services for the Pre-Professional Assessment and Credentialing program.

Provide administrative support for the Senior Director: Credentialing, Education and Research and the Associate Director, Credentialing Programs.

Enter and process data associated with the pre-professional assessment and credentialing procedures e.g., test site approvals, orders, payments, test site platform setup and registration of test candidates.

Assist with administrative processes and functions related to accreditation, higher education (accredited and non-accredited units), and professional level assessment (paper-based and computer-based) and certification.

Provide accurate and timely inquiry response, data entry, and processing related to credentialing procedures.

Use technology resources to improve accuracy, efficiency, and effectiveness of credentialing processes.

Work with contractors and external vendors as appropriate to maintain the smooth operation of credentialing programs.

Ensure efficient and accurate invoicing and posting of payments and other fees associated with credentialing programs.

Work cooperatively to complete the workload.

Manage multiple phone lines to provide technical support for customers.

Produce reports and statistical information as needed.

Perform other duties as assigned.

SALARY RANGE

The salary range for the position is $35,000 - $55,000 commensurate with experience and education.
WORK REQUIREMENTS

Willing to work remotely.

Minimum travel is required. This may include travel to the national headquarters, the Annual Conference, Fall Leadership Workshop, or state conferences or workshops.

The employee must have normal visual acuity at near and far distance with correction and hear the spoken word. The employee must be fluent in English. While performing the duties of this job, the employee is regularly required to sit and to work at a computer. The employee is frequently required to use hands to handle or touch objects, tools, or controls and to talk fluently. This position may occasionally require the employee to walk unaided, bend, stoop, reach above their head, have use of fine and gross motor skills, and lift or move heavy objects, equipment, or boxes.

APPLICATION PROCESS

To apply for this position, please submit a resumé with a cover letter to HR@aafcs.org.

Review of applications will begin on September 18 and continue until the position is filled.

Consideration will be given to any applicants with limited experience who possess excellent project management and communication skills. Training will be provided.

ABOUT THE ASSOCIATION

The American Association of Family and Consumer Sciences (AAFCS) is the only association for family and consumer sciences students and professionals across multiple practice settings and content areas. For over 110 years, AAFCS has focused its mission on providing leadership and support for professionals whose work assists individuals, families, and communities in making more informed decisions about their well-being, relationships, and resources to achieve optimal quality of life. Through research, experiential education, and technology, our members help people develop the essential knowledge and skills to lead better lives, be work and career ready, build strong families, and make meaningful contributions to our communities.

AAFCS celebrates, embraces, and respects the value of every person. We denounce all expressions of hate, racism, injustice, and discrimination. Our commitment to diversity, equity, inclusion, and social justice is demonstrated through our work to improve the well-being and quality of life for individuals, families, and communities.
Affirmative Action/Equal Employment Opportunity Policy

It is the policy of AAFCS to provide equal employment opportunity to all qualified persons and to prohibit discrimination in employment on the basis of race, color, national origin, sex, gender, marital status, family relationship, sexual orientation, gender identity or expression, age, pregnancy, genetics, disability, religion, veteran status, parental or family medical leave, or political affiliation, and all other federal, state, and local protected classes.

It is also the policy of AAFCS to take affirmative action to recruit and to employ people of communities of color and other protected groups. Communities of color are defined as African Americans, Asian Americans, Hispanic Americans, and Native Americans. The protected groups are those groups of persons who have historically been most disadvantaged by discriminatory practices, including practices formerly sanctioned by law.

The affirmative action and equal opportunity clause of this policy requires that the hire of applicants and treatment during employment occur without regard to race, color, national origin, sex, gender, marital status, family relationship, sexual orientation, gender identity or expression, age, pregnancy, genetics, disability, religion, veteran status, parental or family medical leave, or political affiliation, and all other federal, state, and local protected classes.

The affirmative action and equal opportunity clause applies to all employment actions including, but not limited to, recruitment, appointment, reappointment, promotion, transfer, demotion, termination, compensation, benefits, layoff, and training. Furthermore, the policy applies to all executive, academic, administrative employees, and to full-time, part-time, temporary, probationary, and permanent employees.

ABOUT FAMILY AND CONSUMER SCIENCES (FCS)

Family and consumer sciences or FCS is the field of study focused on the science and the art of living and working well in our complex world. The field represents many areas, including human development, personal and family finance, housing and interior design, food science, nutrition, and wellness, textiles and apparel, and consumer issues.