



Certification Coordinator

Department	Reports to
Certification	Certification Program Manager
Employment Status & FLSA Status	
Full-Time & Exempt	

Job Description

Job Function
Administers and is responsible for the day-to-day activities of the business's certification program. Provides detailed direction to program participants; coordinating activities with other departments; initiating and executing improvements to existing processes; assisting with the development of new processes as needed and communicating with authority to participants and partners overseas.
Job Responsibilities
<i>Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.</i>
<ul style="list-style-type: none"> • Administers certification program in a manner that continually strives to reduce the entry barrier into the program by developing and maintaining training tools, aids, and processes to make the process easier to access and navigate. • Interacts with program participants in a professional, friendly, and timely manner. • Enforces the certification program through: <ul style="list-style-type: none"> ○ Review of product catalogs to evaluate the technical correctness of performance data reported as part of the certification programs ○ Review of product catalogs to evaluate the format of performance data reported as part of the certification programs ○ Review of participant websites to ensure claims of product certification are accurate ○ Display of certified products in online Product Directory ○ Enforcement of provisions as described in the program ○ Ensuring of the uniform administration of the program by licensed agents and employees at remote and headquarter locations. ○ Outreach to program participants on all matters related to the certification ○ Investigation of claims of products that do not program requirements. ○ Impartial and consistent interpretation of the provisions of the program. • Periodically prepares reports on the status of certification programs. • Other duties as assigned.

None of the foregoing information in any way states or implies that these are the only duties to be performed by an employee occupying this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties as requested. Duties are not necessarily comprehensive and are subject to change at any time at the discretion of management.

Education & Experience

- Bachelor's degree or Associates degree with minimum of 2 years of related experience in a technical field.
- Demonstrated knowledge of project management.
- Experience with Quality assurance
- Strong verbal and written communication skills.
- Computer proficiency in Microsoft Office and other programs as required.
- Desire to work in a team-oriented environment

Work Environment & Physical Demands

- This position is in-office and may be partially remote
- Physical demands include sitting for long hours, typing, and standing
- Computer work and talking on phone or in-person

Travel Requirements (if applicable)

- Domestic travel - less than 10%
- International travel - less than 10%