



IPAI Job Description

Credentialing & Training Coordinator

Overview:

Position Summary:

As the Credentialing & Training Coordinator, you are the primary voice for our organization's daily interactions with assessment professionals from around Illinois. This position acts as the principal contact to our designation holders and candidates for questions about course registrations, academic records, course payments, and the IPAI Student Portal (our learning management system). The Credentialing & Training Coordinator also plays a key role in the preparation, facilitation, and maintenance of our academic programs and training events.

Supervisor:

Executive Director

Direct Reports:

None

Position Type:

Full-time, non-exempt

Roles and Responsibilities:

Credentialing:

- Act as primary "face" of the IPAI to assessment professionals and guide them with their designation paths, assist them with course registrations, manage their profile in the IPAI Student Portal, and other needs that arise.
- Assist with the management of IPAI professional designation programs including tracking CIAO candidate and CIAO designee progress in the Student Portal as well as preparing and mailing designation certificates.
- Act as primary liaison to Illinois Department of Revenue for designee academic records and course completion reporting.
- Grade exams, verify payments, and enter grades in Student Portal.
- Review online exam proctored videos to ensure exam integrity.
- Manage records in IPAI Student Portal including updating student data, pulling reports, and auditing records to ensure data reliability.
- Oversee basic accounting needs including payment processing, invoicing within the Student Portal and QuickBooks, bank deposits and preparing checks for signature.
- Maintain and organize general office area and storage spaces.

Training:

- Coordinate course workshop locations, instructor hotel rooms, and local host needs.
- Oversee check-in tables at State Conference and Legal Symposium and direct volunteers to ensure an orderly and smooth process.
- Collaborate with course instructors and Learning Program Manager to make updates to course materials (course books, slide decks, handouts, instructor guides, etc.).
- Occasionally assist with the facilitation of the virtual classroom environment.
- Prepare and send email reminders and notifications to course attendees.
- Document and maintain scholarship recipient records.
- Prepare materials for upcoming courses including exam packets, rosters, auxiliary classroom handouts, course book ordering, and assist Conference & Marketing Specialist with other needs.
- Assist Executive Director with preparation of Board of Directors meetings and act as Board of Directors Recording Secretary.
- Provide administrative support and other duties as assigned.

Technology Proficiency Requirements:

- Proficient in Microsoft Outlook, Word, Excel, PowerPoint, & Teams as well as Adobe Acrobat and Zoom.
- Experience with Microsoft Publisher, MailChimp, and QuickBooks Online preferred.
- Familiarity with Microsoft SharePoint, PayPal, and web-based learning management software is helpful, but not required.
- A very strong working knowledge of technology – we are a modern office with little dependence on paper or doing things the old-fashioned way.
- Be the owner and daily user of a smartphone and have strong familiarity with the function and use of apps (especially Microsoft 365 apps).

Education, Experience, & Residence Requirements:

- Bachelor's degree is preferred and/or 3 – 5 years relevant work experience.
- Proven experience in customer service, basic bookkeeping, and office management.
- Background in training development and meeting planning is helpful but not required.
- It is required that the person filling his position live within McLean County and preferably within the corporate limits of the City of Bloomington, IL or Town of Normal, IL.

Skill & Knowledge Requirements:

- Self-disciplined, self-starting style, accustomed to working without supervision but capable of working in and succeeding in a team environment.
- Ability to problem solve and take initiative.
- Proficient with time management and juggling multiple competing priorities.
- Strong organizational skills and detail oriented.
- Ability to work with diverse groups from various geographic and political perspectives to achieve a common goal and move the IPAI strategic agenda forward.
- Strong oral and written communication skills.

Travel and Workday:

- Availability between the hours of 8:30 am – 4:30 pm Monday through Friday.
- Occasional day travel or overnight travel to IPAI events may be required.
- Must possess and maintain a valid driver's license with access to reliable transportation.
- Ability to work occasional early mornings and evenings as events demand.
- This position is 100% in-person and will work on-site at the IPAI office.

Benefits:

- Retirement account with company match.
- Health insurance (medical, dental, vision).
- 13 paid annual holidays.
- 1 paid annual community service day.
- Vacation (in addition to paid holidays and service day).
- Sick leave (in addition to vacation).
- Bereavement leave.
- Flexible work environment.
- Collaborative, team-oriented atmosphere.
- Ability to stream your favorite music app.
- Walkable work location close to restaurants, art galleries, and nightlife.
- Company paid lunches and other perks at off-site events.
- Paid garage parking with 24/7 access.