



## JOB DESCRIPTION

TITLE: Accreditation Assistant

STATUS: Non-exempt; Full-time

DIRECT REPORT to SUPERVISOR: Assistant Director of Accreditation Services

JOB LOCATION: This is a virtual office.

### NATURE of POSITION:

The Accreditation Assistant (AA) is responsible for providing professional resources to support the operations and activities of the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions (CoAEMSP). This full-time position will support customer service, administrative, and selected data entry functions under the direction of the Assistant Director. In addition, coordinate accreditation activities, meetings, special projects, and other daily tasks as assigned. Some overnight and air travel are expected. Relocation is not required.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

Samples of job responsibilities are included but not limited to:

1. Answer phone calls and provide customer support.
2. Provide support to programs (monitor incoming emails, answer phone calls).
3. Provide support to site visitors, board members, and other CoAEMSP staff.
4. Understand and apply accreditation policies, procedures, and decisions made by the Board of Directors.
5. Manage the distribution, collection, and archival of accreditation materials for staff, board members, programs, and site visitors.
6. Review program materials for completeness and consistency with accreditation policies.
7. Work competently with basic computer applications, including all components of Microsoft Office®, and database and web applications, including file transfer/sharing products and web-conferencing for workflow management.
8. Interface with the public about EMS as a career, educational requirements, and accreditation.

9. Excellent interpersonal skills and the ability to interact professionally and effectively within a team-based environment and with all levels of staff, program administrators, and other accreditation and EMS stakeholders.
10. Monitor and review all phases of substantive change requests.
11. Process self-study reports and new program applications.
12. Email communication with site visitors and program administrators.
13. Assist with the collection of Annual Reports.
14. Assist with meeting planning, including the scheduling, announcements, agendas, and meeting minutes.
15. Arrange food and beverage with hotel banquet staff for the board and other meetings.
16. Coordinate and complete special projects and other duties as assigned.

RELATIONSHIPS:

Directly responsible to the Assistant Director.

SUPERVISORY RESPONSIBILITIES:

This position has no direct supervisory responsibilities.

EDUCATION, CREDENTIALS, AND SKILLS:

Associate degree required, Bachelor's degree or higher preferred, from an accredited post-secondary academic institution.

Significant analytical and problem-solving skills.

Strong attention to detail and accuracy.

Ability to work independently, unsupervised, and as part of a team to carry out various processes.

Collaborative team member.

Consistency with organizational processes and daily tasks.

Ability to handle the details of multiple priorities simultaneously and adhere to strict deadlines.

Excellent professional written and oral communication and interpersonal skills.

Excellent customer service skills – must be able to work with diverse groups.

Competence in using Microsoft Office® and other information technologies to create and present information. Experience leveraging various social media platforms for organizational use is desirable.

Ability to travel 4-6 times per year, overlapping with weekends and overnights, and by air.

Demonstrates skill in understanding cultural differences.

Desired Qualifications:

3 years of office experience.

Accreditation or non-profit experience preferred.

SALARY and BENEFITS:

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability or protected veteran status, or any other legally protected basis, in accordance with applicable law.

The salary range is \$40,000-\$45,000, commensurate with qualification and experience, and is negotiable.

ADA SPECIFICATIONS

May be required to use a computer screen for extended periods.

Occasional moving equipment up to 15–20 lbs.

Extended working hours and travel may be necessary.

The above statements are intended to describe the general nature and level of work being performed by the individual assigned to this position. They are not intended to be an exhaustive list of all required duties, responsibilities, and skills. Management reserves the right to modify, add, or remove duties and to assign other duties as necessary.