

## Certification & Testing Program Manager

Do you enjoy helping people in their professional growth? Answering questions and resolving their issues? Do you have strong member service skills and patience for walking people through processes?

National Court Reporters Association (NCRA), a small non-profit, is internationally recognized as the premier educational and informational resource for its members and the public. Through its actively involved membership, the association impacts legislative issues and the global marketplace.

NCRA is seeking a candidate responsible for managing the overall administration of seven national certifications, including both skills-based and written tests. Works closely with multiple testing vendors and platforms. Serves as front line expert for all testing candidates helping candidates from the point of registration, through testing, and achieving their credential. Additionally, this position serves as co-liaison for several testing committees and the responsibilities include calls, and in-person meetings and some in-person testing.

### Responsibilities include but are not limited to:

- Manage the day-to-day operation of online skills testing, with the goal of ensuring sound execution an exceptional candidate experience. Provide support to the Director of Certification and Testing in ensuring budget goals and meeting all member service standards.
- Manage the administration of NCRA's Written Knowledge Tests (WKTs), including but not limited to, liaising with NCRA's outside testing vendors, scheduling testing windows, coordinating marketing, overseeing registration, and entry of results.
- Work closely with all testing vendors to ensure the level of service is met. Serve as primary member services contact expert on all certification and testing related items.
- Use CRM database for all testing and certification related processes, including invoices, registration, creating logic, generating reports, etc.
- Serve as co-liaison with Director of Certification and Testing in oversight and administration of multiple testing committees.
- Oversee NCRA's Qualified Grader Program, ensuring that all tests are promptly and accurately graded by an experienced grader familiar with all relevant NCRA policies and procedures.
- Manage the administration of bi-annual in-person videographer production exam.
- Maintain testing and certification statistics on a prescribed schedule.
- Process updates for testing information on NCRA's website using Sitefinity platform.
- Provides support to the Professional Development Department for annual conference and expo and assistance within the department for projects as needed.

## Requirements

- Bachelor's degree preferred and/or 3-5 years related working experience with an association, membership organization or strong customer service role
- Excellent writing and proof-reading skills
- Must be proficient with Excel and Word
- Strong member service skills, dealing with members in high-stress situations.
- Limited travel a possibility.

## Preferred Qualifications

- Experience with CRM database or other membership database highly desirable.
- Knowledge of Project Management programs like Trello
- Sitefinity

Overall, must have excellent oral and written communication skills, attention to detail and strong organizational skills. Comfortable working independently and with teams. Ability to provide excellent member service in a patient and professional manner with a knack for step-by-step assistance.

Notes: This position is primarily remote but may be required to come to NCRA Headquarters several times a year and potentially travel once a year for the annual conference.

Salary: Up to \$60,000

Apply to [jobs@ncra.org](mailto:jobs@ncra.org) with "Testing Program Manager" as the subject line.