

Professional Development Assistant

Location: Reston, Virginia (primarily remote)
Date Posted: August 22, 2023
Date Closed: Until Filled
Reports to: Director Certification & Testing

Summary Position

The National Court Reporters Association is recognized as the premier educational and informational resource for its members who capture and convert the spoken word and create official records for the federal, state, and local court systems, government organizations and private entities, including court reporters, captioners and videographers. Under the direct supervision of the Director, Certification and Testing, the Professional Development Assistant provides administrative support for certification and testing and continuing education as well as general department support. The Professional Development Assistant requires strong customer service skills.

Primary Job Responsibilities

Certification & Testing (75%)

- Grading Process
 - Managing grading in testing platform
 - Recording Grades through import or manually
 - Sending tests to graders to be verified or manually graded
- Cancellations for any registrations
- Processing/printing/emailing new member certificates and letters, replacement certificates, verifications
- Setting up test registrations in CRM database
- Running registration import processes
 - Skills Tests
 - Written Knowledge Tests
- Testing data management – For example cleanup of testing data like still enrolled in education history etc.
- Email and phone responses to programmatic questions (Dates of tests, registration questions, basic credential requirements, cancellation inquiries, etc.)

School and Continuing Education Support (15%)

- Record CEUs from events in CRM
- Assist with the printing and mailing of certified termination letters (about 300 in late Feb/Mar) and warning letters (200 or so in late Aug/early Sep)
- Assist with any professional development committee work

Professional Development Support (10%)

- Assist entire department with strategic support as needed.
- All other duties as assigned

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. Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either orally or in writing

Requirements

Knowledge and Skill Requirements

- Proficient with Word, Excel, Outlook, Teams,
- Data entry experience preferred
- Familiar with membership databases (CRM) preferred
- Detail oriented
- Excellent grammar and spelling
- Time management skills
- Excellent interpersonal and customer service skills
- Excellent oral and written communication skills
- Excellent organizational skills
- Ability to work under pressure
- Ability to work independently
- Ability to change focus and pivot from task to task quickly
- Ability to exercise discretion

Education/Training/Experience

- High school, or 2-year degree, preferred.
- Preferred experience in a membership association environment.
- Preferred experience with a membership database.
- Excellent record of member/customer service.

Schedule

Monday – Friday (8:30 am – 5:00 pm ET) and some weekends

Location and travel

This role is primarily remote but based out of NCRA headquarters in Reston, VA. Position is full-time. Position may be required to report to the office as needed and on two weekends a year for testing events. Possible travel to NCRA annual conference.

To apply

Send cover letter and resume to Human Resources at jobs@ncra.org.

Salary: \$45,000 - \$52,000

National Court Reporters Association (NCRA) is an Equal Opportunity/Affirmative Action employer. All qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, age, sex, marital status, gender identity, sexual orientation, disability, protected Veteran status, personal appearance, political affiliation, family responsibilities, or any other characteristic protected by applicable law.