

## **Credentialing Support Specialist II**

It is the mission of PATH International, a 501 (c) (3) organization, to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information, or any other protected characteristic under applicable law.

The Professional Association of Therapeutic Horsemanship International promotes safety and optimal outcomes in equine-assisted activities and therapies for individuals with special needs.

### **Job Description:**

The Credentialing Support Specialist is part of the credentialing team responsible for customer service and data entry as it relates to the association's credentialing programs. This position requires a high level of customer service and breadth of knowledge about the association's credentialing programs to provide certification candidates with support and guidance throughout their pursuit of certification. This position is directly supervised by the Credentialing Manager.

### **General Duties:**

- Answer phones
- Expedite customer and member requests as directed
- Respond to “how to get started” inquiries about all PATH Intl. certifications and specifically the CTRI
- Review and process CTRI applications, including assignment of video submissions to assessors
- Answer questions about CTRI certification program requirements and steps
- Send notices for incomplete, approved and denied CTRI applications
- Answer questions about PATH Intl. Mandatory Standards as they pertain to instructors
- Enter candidate information into database and register for online courses/exams
- Answer questions about CTRI video filming processes and expectations
- Data entry including certification exam scores, CPR & first-aid card expiration dates, etc.
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- Answer questions about acceptable CEU activities
- Provide back-up support processing instructor compliance and certification maintenance forms
- Provide back-up support processing ESMHL candidate portfolios
- Draft communications to membership about updates to credentialing materials, processes, and procedures in collaboration with Credentialing Supervisor
- Data entry for credit card processing
- Collaborate inter and intra departmentally
- Promote opportunities to support PATH Intl. Programs
- Promote the value and benefits of PATH Intl. center membership and accreditation to membership and the general public
- Other duties as assigned or required

**Scope of Responsibility:**

- Knowledge of departmental goals, standards, policies, and procedures which include familiarity with other departments within the association.
- Act as an example of, and advocate for, the strategy and values of the Credentialing Department.
- Be sensitive to the interrelationship of both people and functions among departments.
- Ability to answer a broad scope of questions on association topics both on the social networking site and via phone and email.
- Demonstrate creativity and innovation as it relates to addressing the needs of the credentialing department.

**Decision Making:**

- Able to work with minimal supervision and in a team setting.
- Able to assess workflows to organize and prioritize work. Analyzes work as necessary and processes appropriately and efficiently.
- Ability to demonstrate sound decision making and leadership skills as well as a clear understanding of the direction of the association.

**Working Relationship & Habits:**

- Must work in a professional and respectful manner with all levels of team members, other associates, customers, members, application candidates and committee members.
- Must demonstrate accuracy in all communications and data entry and possess good organizational skills.
- Must maintain good attendance and follow policies and procedures.

**Communication:**

- Requires excellent oral and written communication skills including a strong understanding of email, telephone, and social networking site etiquette.
- Must communicate in a professional and respectful manner with fellow associates, volunteer leaders, and members.
- Ability to create professional business letters, memos, and other communicate.

**Education & Experience:**

- High school degree required.
- Bachelor's degree in Equine Sciences highly preferred, equivalents will be considered.
- 3 to 5 years of customer service and data entry experience. Experience and comfort with concept of cross-selling/up-selling important.
- A working knowledge of the field of equine-assisted activities and therapies is helpful.
- Experience working with individuals with disabilities highly valued.
- Understanding of basic ADA requirements helpful.

**Technical Experience:**

- Experience in Microsoft Office required as well as familiarity with relational databases, learning management systems and other communication systems.

**Physical and Environmental Conditions:**

This position can be done in office or remotely if applicant is approved for remote work. This position requires the incumbent to perform normal activities including, but not limited to sitting or standing for long periods, filing, retrieval, lifting (up to 25 lbs.) and operating office equipment. The use of a computer is required daily. May occasionally require working extra hours and some weekends.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

**Signatures**

This job description has been approved by:

Manager \_\_\_\_\_ Date \_\_\_\_\_

Director/CEO \_\_\_\_\_ Date \_\_\_\_\_

HR \_\_\_\_\_ Date \_\_\_\_\_

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_