Certification and Member Service Director

The Association of Boards of Certification (ABC), an international organization representing environmental certification authorities, is seeking an individual with a proven track record of leadership and successful project management experience to oversee an expanding department and service center. The successful candidate will have a demonstrated ability to motivate and lead teammates; develop, implement and analyze standard operating procedures; possess a strong background in the water and wastewater environment and bring experience in certification program management and implementation.

This position requires an individual to lead a dynamic team in certification and examination development and work with the Chief Executive Officer and Communications & External Relations Director in developing its member services, testing and certification programs. Joining the team during a monumental time in the Association’s history, this position would lead a team working to achieve international accreditation and expand existing services with responsibilities including the following:

- Contribute to the development and refinement of ABC’s vision and strategy.
- Direct oversight and supervision of Certification and Member Services team.
- Possess and utilize experience and knowledge in the water environment field.
- Supports the overall process of management and organizational decision-making to ensure the organization maximizes its profitability and member satisfaction across all time horizons.
- Coordinates with the CEO to implement ABC’s strategic and operational plans.
- Oversees the implementation and continued development of the Continuing Education Review Program.
- Develop, review, and report on the business development strategies, ensuring the strategic objectives are well understood and measurable.
- Develops standard operating procedures in accordance with industry standards.
- Presents a departmental budget for approval and prudently manage resources within those budgetary guidelines according to company policy and within ethical corporate governance guidelines.
- Maintain and develop organizational culture, values, and reputation in ABC’s markets and with all staff, customers, vendors, partners, and regulatory/official bodies.

GUIDES CERTIFICATION AND MEMBER SERVICES TEAM MEMBERS IN THE DEVELOPMENT, PRODUCTION AND PROMOTION OF THE ORGANIZATION’S PRODUCTS AND SERVICES. SPECIFICALLY:

- Develops, renews, and amends contractual Testing Service Agreements with clients and has them prepared for review by the CEO.
- Communicates with ABC clients and prospective clients regarding testing services.
- Manages and implements all phases of Testing Service contracts.
- Ensures the development of psychometrically sound, valid, and reliable certification examinations and products.
- Develops and implements policies related to ABC’s testing and certification services.
- Develops and implements operational procedures in consultation with the CEO and in accordance with ABC policy.
- Oversees the facilitation of the Validation & Examination committee process.
• Offers advice and input to ABC committees and members on certification issues.
• Oversees ABC’s paper based, computer-based, and web-based testing process.
• Represents ABC at certification-related meetings.
• Works with communications team to help ensure technical accuracy of promotional and informational materials.

**PROVIDES TECHNICAL ASSISTANCE TO MEMBERS**
• Serves as staff facilitator for various ABC Committees
• Monitors regulatory activity and industry practices to identify changes affecting the exams
• Attends Board of Directors and committee meetings, trade shows, and conferences as needed
• Directs the preparation of testing service and certification program’s short-term and long-range plans and budgets based on broad corporate goals and growth objectives.
• Oversees, in collaboration with the CEO, ABC’s relationship with testing and certification service vendors.
• In partnership with the CEO, implements programs that meet the Association’s goals and objectives as directed by the ABC Board of Directors.
• Creates an infrastructure and processes necessary to manage ABC’s testing and certification activities and possible growth in consultation with the CEO.
• Coordinates procedures and controls to promote communication and adequate information flow within the team and organization as a whole.
• Establishes operating policies consistent with the CEO’s broad policies and objectives and ensures their execution.
• Evaluates the results of overall operations regularly and systematically and reports these results to the CEO.
• In partnership with the CEO, ensures that the responsibilities, authorities, and accountability of all team members are defined and understood.
• Ensures that all organization activities and operations are carried out in compliance with local, state, and federal regulations and laws governing business operations.

**DEVELOPS STANDARDIZED AND CUSTOMIZED EXAMS**
• Oversees V&E Committee exam development workshops
• Maintains formula/conversion tables
• Monitors examination data and comments
• Maintains Need-to-Know Criteria

**PRINCIPAL RESPONSIBILITIES**
Coordinates and directs the activities of the Certification and Member Services Team. Ensures team members receive proper training; understand assignments; assists the CEO in conducting performance appraisals.

**EDUCATION and/or EXPERIENCE**
The ideal candidate will hold a two-four year college degree in business management; environmental services; engineering or related fields with 3-5 years of project management and leadership teambuilding experience. Possesses knowledge and experience in environmental services preferably in water treatment and/or wastewater treatment; knowledge in certification program administration, exam development and/or water/wastewater industry is also highly preferred.

This is a full-time position located in Ankeny, Iowa. Up to 25% travel may be required for this position. Compensation will be negotiated based upon qualifications and experience. ABC offers an excellent benefit package and an ideal environment for professional and personal growth. US Residents only and relocation expenses will be covered by employer.
To apply, submit the following information via email to CEO@abccert.org no later than July 31, 2011: Cover letter, resume, current salary and minimum salary required. To learn more about ABC, please go to www.abccert.org.