



## **Associate Director of Certification**

Position title: Associate Director

Reports to: Director of Education and Training

### **The Security Industry Association**

The Security Industry Association (SIA) is an international trade association representing more than 750 global security businesses who are leaders in developing solutions to protect people, residential and enterprise settings, and critical infrastructure around the world. The mission of SIA is to serve as a catalyst for success within the global security industry through insight, influence, and information.

The value of SIA in an increasingly IT-centric industry is found through the collective expertise of its membership and the products and services offered by the organization through standards activities, government relations, education training and certification, research, and strategic networking opportunities. SIA is the proud sponsor of the ISC West and East Expos and the SIA Education@ISC conference programs. More info: [securityindustry.org](http://securityindustry.org).

### **General Responsibilities**

As the **Associate Director of Certification**, the candidate will interface with potential certificants as they submit applications and move through the certification process.

This is a position with growth potential. The candidate will work closely with the Education Director to craft best practices related to marketing, metrics, budgets and forecasting for the certification. This role will be actively responsible for existing processes and should offer new ideas and details on trends to stay apprised of new developments in the certification and professional designation community.

### **Key Responsibilities**

- Answer certification inquiries and act as the main point of contact for all customer service related issues. Maintain daily activities of the certification program including communications with potential candidates, candidates and certified individuals. Responsible for maintaining certification records.
- Ensure compliance with all maintenance and recertification requirements. Support online community for certificants. Work closely with the Marketing Department to implement marketing and sales plan for the certification program.
- Ensure the required number of certificants are audited annually and approved in a timely fashion.
- Coordinate the recertification process, with accurate customer service to include phone and email follow-up.

- Assess program strengths and weaknesses and create an action plan to address deficiencies.
- Create policies and procedures to comport to anticipated accreditation by ANSI
- Oversee the processing of all fees associated with the certification / recertification applications.
- Implement the reinstatement process including marketing to lapsed members.
- Respond to certification verification requests.

### **Test Development and Maintenance**

- Support the certification committee and certification vendor on the development of testing policies, procedures and guidelines, updating Job Task Analysis, item writing/banking for certification exam.
- Coordinate the testing process with our examination provider.
- Liaise with certification committee members for the development of item writing activities.
- Maintain the certification to ISO/ANSI standards.

### **Editorial**

- Monitor communications to ensure accuracy and thorough information to minimize questions from customers.
- Act as main staff person responsible for accurate maintenance and upkeep of the certification database.
- Review current documentation for consistency, making changes to the certificant experience process as appropriate.
- Maintain ongoing communications with the Education Department staff to share information regarding designations and certification.

### **Customer Service**

- Provide exceptional customer service to inquiries and certificant requests.
- Prior experience working for a non-profit organization is beneficial.
- Maintain a deadline oriented focus during busy planning periods.

### **Qualifications**

#### **Education and Experience**

Bachelor's degree or equivalent, plus five to seven years' experience in the certification profession, either at a stand-alone certification board or in the certification department of a member association or trade association.

- Strong marketing skills with the ability to execute from concept through delivery.
- Project management skills necessary to oversee coordination of projects. Attention to detail, organizational, analytical and problem solving skills needed to manage resources effectively.

- Strong interpersonal skills with ability to interact effectively and collaboratively with members, volunteers, subject matter experts, and staff. Requires excellent communication skills, both oral and written.
- Proficient in MS Office (Word, Excel, PowerPoint, Access). Experience with association databases is helpful.
- May be required to travel to industry related events.
- Financial acumen required to monitor and analyze budgets.