

CHC Office Administrator

The Office Administrator (OA) is responsible for the day-to-day administrative tasks of the organization. The OA reports to the CHC Board President and interfaces with board directors about various CHC committees. The OA communicates with contractors associated with registering for the examination and certification processes. The OA is the first point of contact via phone and email for exam applicants, certificants and the public. This is a part-time 20 hours/week, remote position. The job entails:

- Represents and promotes the CHC to potential and current applicants, certificants, school personnel, community members and board members in a respectful, truthful and knowledgeable manner
- Reads and responds to emails Monday – Thursday and on Friday during the last week of Spring and Fall exam registration (third weeks of March and September)
- Answers calls and checks/responds to voicemail daily Monday-Thursday and on Friday during the last week of Spring and Fall exam registration (third weeks of March and September)
- Maintains phone/email answers list for common questions
- Digitalizes paper letters, files digital copies in appropriate Google Drive and destroys paper copies
- Interfaces with certification management database contractor to ensure smooth certification/recertification processes
- Interfaces with test administration system contractor for exam scheduling issues
- Maintains accurate, up to date, functioning of the CHC website
- Updates/maintains website content as needed for Office tasks
- Records exam results in certification management database and sends pass/failed letters to examinees
- Coordinate orientation scheduling for certification-ready applicants
- Emails certification welcome documents and mails paper initial certification certificate
- Possesses an accurate knowledge of all CHC policies
- Meets with the President as needed to discuss office tasks and other organization projects
- Revises the Policies & Procedure manual when policy changes are updated by Board vote; implements and communicates policies enacted by the CHC Board
- Reports CHC operations issues to CHC officers and offers solutions/ideas for improvement
- Develops/updates office procedures in collaboration with President/Appointee 7. Prepares and sends documents as requested by CHC officers or Committee chairs 8. Prepares requested database reports
- Provides written Office Reports to the Executive Committee and Board for monthly and quarterly meetings

- Forwards Board and committee related emails to appropriate CHC officers and committee chairs, assigning due dates and follow up as due dates approach
- Confers and collaborates with President and Certification Consultant about exam scheduling system issues
- Maintains/ensures confidentiality of all certifications, recertifications and CHC Board records in certification management database and Google Drive
- Maintains automatic certification management database and maintains/updates email marketing list in Constant Contact

For consideration, please email resume and cover letter chcinfo@homeopathicdirectory.com by October 20, 2021.