

CHC EXECUTIVE ADMINISTRATOR JOB OPENING

The Council for Homeopathic Certification (CHC) is currently seeking a dynamic and experienced administrator to join our non-profit certification team. The ideal candidate for this position possesses proven leadership skills and a strong ability to problem solve and make sound decisions.

This remote part-time employee position requires 20-30 hours/week.

Please send a cover letter that details how you are a good fit for this position and your resume to chchiringcommittee@gmail.com.

Executive Administrator Job Description

The Executive Administrator (EA) is responsible for the day-to-day administrative tasks of the organization. The EA reports to the CHC Board President and interfaces with board directors about various CHC committees. This position also communicates with contractors associated with the examination and certification processes. The EA is the first point of contact via phone and email for exam applicants, certificants and the public.

POSITION SPECIFICS

External Communications

1. 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.
2. 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).
3. 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).
4. Maintains phone/email answers list for common questions.
5. Checks post office box weekly, twice weekly during the final three weeks of recertification (Nov 9-30)
6. Deposits received checks via mobile bank app and updates payments in certification management database.
7. Digitalizes paper letters, files digital copies in appropriate Google Drive folder and destroys paper copies.
8. Interfaces with certification management database contractor to ensure smooth-functioning certification/recertification processes.
9. Interfaces with test administration system contractor for exam scheduling issues.

10. Maintains accurate, up-to-date, functioning of the organization website.
11. Updates/maintains website content as needed for Office tasks or as directed by the PR Committee.
12. Records exam results in certification management database and sends pass/failed letters to examinees.
13. Coordinates orientation scheduling for certification-ready applicants.
14. Emails certification welcome documents and mails paper initial certification certificate.

Internal Communications

1. Meets with President as needed to discuss office tasks and other organization projects.
2. Implements or communicates policies enacted by the CHC Board.
3. Possesses an accurate knowledge of all CHC policies.
4. Reports CHC operations issues to CHC officers and offers solutions/ideas for improvement.
5. Develops/updates office procedures in collaboration with President/Appointee.
6. Prepares and sends documents as requested by CHC officers or Committee chairs.
7. Prepares requested database reports.
8. Provides written Office Reports to the Executive Committee and Board for monthly and quarterly meetings, respectively.
9. Forwards emails to CHC officers and committee chairs or members as necessary, assigning due dates and following up as due dates approach.
10. Confers and collaborates with President and Certification Consultant about exam scheduling system issues.

Data Management

1. Maintains/ensures confidentiality of all certification, recertification and CHC Board records in certification management database and Google Drive.
2. Maintains automatic certification management database and maintains/updates email marketing list in Constant Contact.

REQUIRED SKILLS

Education

Bachelor's Degree or higher

Interpersonal

1. Patient and pleasing manner

2. Strong integrity and ability to maintain confidentiality
3. Professional verbal and written communication skills
4. Strong ability to multi-task and prioritize shifting daily responsibilities
5. Outstanding customer service skills
6. Ethical actions and interactions at all times.
7. Self-directed and motivated
8. Exceptional organizational skills
9. Detail-oriented with ability to document events and tasks
10. Creative problem-solving and decision-making skills

Technology

1. MS Word/Excel/PowerPoint, Adobe Acrobat DC, Google Drive, Wix, Zoom
2. Strong technology aptitude for learning cloud-based programs

Non-Discrimination Policy

The CHC does not discriminate on the basis of race, color, age, gender, sexual orientation, political or religious beliefs, disability, marital status, national origin or ancestry.

CHC MISSION

To advance the homeopathic profession by certifying individuals who meet and maintain a recognized standard of professional and ethical competence in classical homeopathy and to assist the general public in choosing appropriately qualified homeopaths.

CHC VISION

We envision a healthcare system that encompasses certified classical homeopathic practitioners accessible by all.