

Certification Operations Assistant

Purpose: The Certification Operations Assistant's duties are to provide support to the certification staff by administering a variety of operational tasks and generating task-oriented & analytical reports to ensure optimal delivery of certification services. The position works closely with Certification Program Managers (Farm, Handling, Global), Program Assistants (Farm, Handling) and Inspection Program Coordinators to ensure certification services are successfully implemented in a consistent, high-quality manner with a strong commitment to customer service.

The duties of the Certification Program Assistant cover the following areas:

A. Communications

1. External

- Send operators certification decision information and follow-up with process through reports and tracking systems
- Issue certification documents (certificates) and send to operators with appropriate correspondence

2. Internal

- Communicate with Reviewers to ensure consistent data entry practices regarding reviews and decision-making .
- Communicate with Program Managers regarding any issues with reviews and data inconsistency as necessary.

B. File & Data Management

1. Review operator file data upon issuing certifications to ensure consistent and accurate filing of documents
2. Data management, quality check and clean-up as necessary and assigned
3. Work with Inspection Coordinator to manage inspector files to ensure maintenance of complete and current inspector personnel documents (agreements, qualifications, insurance, etc.)

C. Reports & Statistics

1. Run bi-weekly certification reports and notifications as described in the Quality Manual and as necessary (timely update, timely response, fees etc)
2. Work with Program Managers and Program Assistants to run various reports to optimize certification services, providing reports with a concise summary of findings and analysis of potential issues.
3. Produce regular statistics for review by Program Managers on the current status of certification operations.
4. Provide lists and data for accreditation reports or other reporting as necessary

D. Other Duties

1. Assign reviews to final reviewers
2. Log and finish inspections for reports submitted by contract inspectors
3. Prepare and distribute certification program meeting agendas and minutes
4. Work with certification staff to implement successful trainings as necessary
5. Manage certification program state registration to ensure current status, as needed
6. Update data management training documentation (wiki, procedures) as necessary
7. Update and manage testing laboratory accreditation information

Job Specification

Full-time, non-exempt position

The qualifications for the job of Certification Operations Assistant include the following:

A. Education and Experience

1. Two-year college degree or equivalent work experience

B. Computer Skills

1. Strong database management
2. Word Processing
3. Email and Internet
4. Spreadsheets (Excel)
5. Familiar with both Macintosh and IBM operating systems

C. Skills

1. Communication
2. Writing
3. Organized
4. Detail oriented
5. Multi-task

D. Specific Skills and Abilities

1. Ability to work as member of a team, and interface with other branches of the organization.
2. Ability to solve problems and make decisions under pressure and time constraints
3. Ability to assess and evaluate current and future work loads
4. Ability to help develop and implement new systems as required by growth and changes in the industry.
5. Ability to communicate well with other staff members to be able to communicate information and needed items.