



## Job Description

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| <b>Job Title:</b> Certification Specialist              | <b>Reports To:</b> Director of Certification |
| <b>FLSA Status:</b> non-exempt (Part-time to Full-time) | <b>Date Revised:</b> August 2021             |

**General Purpose:** This position is responsible for assisting the Director of Certification with the MBE certification process.

### Primary Duties & Responsibilities

1. Develop, maintain and utilize relationships as well as be in complete service to corporate members and MBE's
2. Manage all aspects of certification: certification file intake and processing.
3. Assess MBE applications and determine eligibility under the NMSDC Certification Guidelines
4. Develop a MBE recruitment process and on-site visits
5. Responsible for notifying MBEs of pending certification expirations prior to expiration via email, phone tree and written correspondence.
6. Develops monthly Certification Committee report for review and approval by the Director of Operations
7. Schedules, manages and provides support to Certification Committee chair for committee meetings
8. Responsible for input, maintenance and accuracy of the information in MBYSIS and Open System dbase
9. Send out annual notice to MBEs to update information electronically
10. Conduct certification symposiums on-line/in-person for Corporate Members
11. Respond to requests from Corporate members, CVMSDC MBEs and from affiliate Councils
12. Conduct monthly certification orientation for prospective MBE's
13. Actively assist in preparing for the BOF event as needed
14. Attend CVMSDC events as needed to provide on-site support
15. Maintains the Z.O.N.E. Events and Programs Submissions spreadsheet
16. Submits reports as required by management
17. Networks with other certifying entities
18. Participates in Certification Forums and panels in Virginia/North & South Carolina
19. Attends mandatory Certification Staffer Trainings

20. Supervises interns and administrative support for certification specific projects
21. Consistently displays respectful behaviors aligned with the values of the organization.

The above role is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their manager.

### **Education and Experience**

- 4-year business degree or a combination of education and relevant work experience.
- 3-5 years' experience with small business management/development preferred

### **Certification/Licenses**

Driver's License – Must meet insurance underwriting requirements

### **Travel**

Responsible for travel throughout VA, NC, SC at least 5 days per month for site visits, events, and trade shows

### **Key Competencies**

- Interpersonal skills
- Exceptional customer relations skills
- Excellent communication skills - verbal and written
- Excellent listening skills
- Excellent time management skills
- Problem analysis and problem-solving
- Ability to read and analyze simple legal and financial documents
- Attention to detail and accuracy
- Data collection and ordering
- Adaptability to change
- Judgment
- Team work
- High energy and wiliness to take initiative
- Stress tolerance, patience and empathy

### **Language Skills**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization

**Mathematical Skills**

Ability to apply common sense understanding to carry out simple one- or two step instructions. Ability to deal with standardized situations with only occasional or no variables.

**Reasoning Skills**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Microsoft Word; Microsoft Excel, Microsoft Project, Microsoft Access, Microsoft PowerPoint, Internet Explorer, MBYSIS and Open System dbase.

**Work Environment:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

**Physical Demands:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 40 pounds. While performing the duties of this job, the employee is regularly required to sit; use hands; reach with hands and arms and talk or hear. The employee is occasionally required to stand and walk. The employee is rarely required to stoop, kneel, crouch or crawl.