

## ***Continuing Competence Associate***

### ***Position Summary:***

Supports customers and users of the continuing competence tools, services and programs of the Federation. Contributes to the development, enhancement and implementation of continuing competence projects. The Associate performs work independently while keeping the Continuing Competence Project Manager informed of the status of all projects.

### ***Position Functions:***

- a. Provides support for and technical assistance to customers/users of continuing competence products and services
- b. Performs system user acceptance testing
- c. Investigate, troubleshoot and resolve customer/user problems, or those identified by continuing competence business unit, and proposes and implements agreed-upon solutions
- d. Performs quality assurance reviews of continuing competence activity submissions
- e. Develops proposals for modification of continuing competence products and services
- f. Creates and executes project work plans and revises as appropriate to meet changing needs
- g. Provide guidance and support to volunteers serving the continuing competence business unit
- h. Provides support and assistance to team members as needed
- i. Maintains a professional approach when dealing with the membership, public, customers, volunteers and staff, and utilizes discretion and good professional judgment when answering questions and providing support and assistance
- j. Supports the Federation's philosophy, character, style, standards, and procedures, and maintains the Federation standard of excellence and professionalism
- k. Exercises confidentiality with Federation information in accordance with Federation policy
- l. Staffs the continuing competence call center and responds to inquiries from candidates, jurisdictions, and customers regarding continuing competence products and services.
- m. Responds to email inquiries for general information about FSBPT continuing competence products and services.
- n. Responds to user requests for assistance with aPTitude.
- o. Assists in supporting volunteers and coordinates volunteer events.
- p. Assists with execution of the continuing competence product marketing plan.
- q. Disseminates information to promote the use of FSBPT's continuing competence resources at FSBPT meetings and other events.

### ***Skill and Abilities***

- Ability to think creatively and resourcefully to enhance and improve products and services.
- Ability to think analytically and problem-solve.
- Ability to gather and interpret relevant data and information.
- Ability to work in a dynamic environment where day-to-day tasks vary and constantly evolve
- Collaborates and works effectively with team members, customers, users and stakeholders.
- Suggests areas for improvement in processes and proposes possible solutions.
- Excellent customer service and conflict resolution skills.
- Excellent verbal and written communication skills.
- Superior attention to detail.

- Superior organization, time management and multi-tasking skills.
- Ability to initiate, coordinate, follow-through and complete tasks and projects.
- Capable of being an independent thinker who also works comfortably in a team.

***Position Requirements:***

*Education:*

- Bachelors Degree in a related discipline is preferred

*Experience:*

- 5 or more years Customer service and technical assistance experience
- 5 or more years experience in the software development process (requirement gathering, UAT testing, etc.) preferred
- Must be proficient with Microsoft Office Suite as well as have substantial experience with online interfaces and systems

*Working Conditions:* Office environment - all office equipment provided.

- Normal working hours (M-F 9-5) may be adjusted from time to time to accommodate weekend committee meetings.
- Possibility of travel 2-4 times a year, usually on weekends
- Exempt position that requires working whatever hours are necessary to accomplish assigned tasks

