

POSITION DESCRIPTION



HIGHER LEARNING COMMISSION

Job Title: Accreditation Services Associate

Date: October 1, 2020
Department: Accreditation Services
Supervisor: Vice President for Systems and Accreditation Services
FLSA Status: Non-exempt
Supervisory: No direct supervision

Position Overview:

The Associate collaborates to implement accreditation services support and to provide process support for designated Vice Presidents, Directors, Associate Directors, Managers, and Coordinators as assigned.

Duties and Responsibilities:

- Assists in entering and tracking data and materials related to accreditation processes
- Collaborates to ensure that accreditation support processes are effective, efficient and well-documented
- Provides the first level of technology support for accreditation systems to internal and external stakeholders
- Works closely with the Records Manager filing and uploading documents into SpringCM in a timely manner
- Completes filing and uploading of documents in the Assurance System for institutions and reviewers
- Provides clerical support to Accreditation Services, including but not limited to:
 - Sending communication to institutions
 - Sending inactive location information to institutions
 - Generating reports
 - Sending requests for information and follow up on process documentation to institutions.
 - Downloads and logs in materials and other materials from Dropbox system and uploads them to SpringCM
- Communicates regularly with internal and external stakeholders engaged in accreditation processes
- Works with peer reviewers, assigning them to accreditation activities
- Provides backup support for the Vice President and other team members as required, including answering calls, filing, scheduling and copying
- Provides support in the student survey processes
- Provides support to the conference call system or other systems to support peer review evaluations
- Assists in implementing accreditation processes as assigned

Qualifications and Competencies:

- Associate's degree required, Bachelor's degree preferred
- Experience in implementing or maintaining processes and programs
- Strong ability to multi-task with acute attention to detail
- Extensive experience with standard office software, technology and equipment

- Experience in working with internal and external groups and individuals
- Excellent written and verbal communication skills
- Must be comfortable working in a dynamic work environment with a willingness to assist wherever needed
- Time management and organizational skills
- Flexible, dependable and responsible
- Ability to work independently and collaboratively
- Experience with MS Office, Databases, SpringCM, and SharePoint preferred
- Maintains technology skills needed for position and adapts to technology changes as required