



## **ABOUT OUR ORGANIZATION**

PNCB is the largest and most essential organization for the certification, continuing education, and competency development of nursing professionals who provide care for children, adolescents, and young adults. Established in 1975, PNCB certifies more than 56,000 nursing professionals who actively hold at least one of our four credentials: Certified Pediatric Nurse (CPN), Acute Care Pediatric Nurse Practitioner (CPNP-AC), Primary Care Pediatric Nurse Practitioner (CPNP-PC), and Pediatric Primary Care Mental Health Specialist (PMHS). We're passionate about the positive impact our services have on nurses, children, and families. And with an annual renewal rate of 96%, PNCB-certified nursing professionals are passionate about holding our credentials.

## **ABOUT OUR STAFF**

We're a group of 25 highly dedicated, committed professionals passionate about our mission! We consider it a joy to credential our certificants so they can provide best-in-class patient care. We're also excited to work with each other. So much so, we recently earned a "Best Place to Work" award for cultivating a people-centric culture that respects every person who dedicates their time to our wonderful nurses. Our core values are on full display every day: Integrity, Teamwork and Approachability, Responsive Communication and Service, Supportiveness and Inclusivity, and Excellence.

We're excited to onboard new staff who share our enthusiasm for service.  
Ready to join our amazing team?

## **YOUR ROLE**

As our next Manager of Exam Development, you'll project manage the core production processes of PNCB's four (4) certification examinations. In this highly analytical role (get ready to use your advanced Excel skills!), you'll maintain quality control and maximize efficiencies and security in exam information management. Partnering with other key staff, you'll communicate with exam-related committee members and item writers and serve as the primary contact for exam development/delivery vendors. While this role is technical in nature, you'll also work with a variety of personalities in support of multiple committee meetings throughout the year.

You'll report directly to the Chief Credentialing Officer (CCO), a highly inclusive leader who will empower you to learn and grow in your role. Process-oriented (which hopefully you are too!), she appreciates high-quality, error-free work, which is integral to quality credentialing. And as a hands-off supervisor, she invites you to bring your expertise to the table to solutionize challenges. You'll also partner with the Volunteer and Credentialing Program Associate and other members of the Exam and CE teams.

## **YOUR RESPONSIBILITIES**

### **Project Management**

- Lead the execution of activities for the annual cycle of PNCB's four (4) secure certification exams; additionally, guide and track project deliverables to ensure completed work aligns with the needs of the organization.
- Serve as a primary liaison with PNCB's test development and test delivery vendor and consultants for production schedules, launching of exam forms for computer-based testing/live remote proctoring, and issue resolution.
- Develop biweekly agendas and lead Exam Development team check-ins.
- Develop monthly agendas and lead vendor check-in meetings.
- Report Exam Development team updates at weekly staff meetings.
- Finalize test requirement documents to ensure all details of forms are accurate prior to launch.
- Review forms in test driver prior to launch to ensure content and formatting are accurate.
- Collaborate with the vendor to maximize utilization of item banking software to establish efficiencies in appropriate item cataloging, keeping the item bank current and streamlined in all attributes.
- Track and report monthly Exam Development activity.
- Guide foundational activities of Standard Setting and Job Task Analysis research by working with the vendor and staff to execute elements of this 6–9-month project.
- Strategize with the test development vendor to ensure appropriate content is reviewed with volunteers to meet bank deficits or specific needs of planned launches.
- Review, edit, and finalize vendor-created test reports (administration-level reports and annual report).
- Complete audits of test scores based on PNCB parameters for flagging potentially problematic candidate performances.
- Monitor access to the item banking system quarterly.
- Finalize the annual Exam Development Master Schedule through collaboration with the vendor and internal teams, and contribute to finalizing schedules for volunteer activities (item writing recruitment/assignments/reviews, exam committee meetings/assignments/webinars, form review committee meetings, job task analysis meetings, standard setting meetings).
- Track updates to items and ensure correct placement in the item bank based on status.
- Update or create procedure documents as processes improve or are initiated.
- Troubleshoot issues with platforms and proactively communicate with the vendor(s) to seek resolution.
- Review quarterly survey data about candidate testing experiences.
- Participate in periodic environmental scans or analyses of web threats to exam security.

### **Data Management and Analysis**

- Complete monthly QC of administration data and monitor pass rates.
- Provide data analysis and reporting for purposes of candidate remediation (e.g., multiple fails), as well as individual score file reviews. Meet with candidates to deliver a summary of analysis results.
- Perform score validation after launch and monitor candidate scores at various intervals.
- Provide technical support for data-related tasks across the organization for special projects and one-off requests.
- Participate in providing annual enhanced reports for nursing programs based on candidate performance.

- Perform annual data analysis on candidate administrations.
- Update the database to ensure score reports accurately display candidate data.

### **Committee and Volunteer Management**

- Help to plan multiple in-person committee meetings, workshops, and virtual review sessions to include agendas and resources. Prepare and transport all materials for in-person meetings. With other staff, attend and host 5-6 required meetings per year in the Washington, DC metro area.
- Develop knowledge of volunteers to help balance groupwork assignments and recommend volunteers for other PNCB opportunities.
- Responsible for presenting information, communicating housekeeping matters, and ensuring a positive volunteer experience at in-person meetings (meeting space, rooms, meals).
- Assist in the evaluation of exam committee and item writer performance.
- Coordinate updates to PNCB Item Writers' Manual and Committee Member Handbook and pertinent committee and item writer forms.
- Responsible for setting up virtual meetings (Zoom or Teams).
- Serve as a collaborator/backup for a shared volunteer email inbox.

### **Other Duties**

- Collaborate with other PNCB Teams to build efficiencies and implement enhancements across the organization.
- Support strategic initiatives and ongoing PNCB programs through annual Work Priorities.
- Keep minutes for meetings, as requested (Exam Development, Work Priorities, staff meetings).
- Responsible for monthly statistical and QA reporting and annual development and/or review of policies and procedures.
- As needed, work with staff and consultants to manage schedules and launch practice tests for each certification type.
- Other duties as assigned.

### **QUALIFICATIONS**

- Minimum two years' experience in a similar exam development role.
- Bachelor's degree and certification preferred, especially ICE-CCP certification.
- Demonstrated proficiency in MS365 (Outlook, Word, Excel, PowerPoint, Teams and SharePoint), Internet platforms and tools.
- Must have advanced data analysis skills to include creating pivot tables, nesting formulas, VLOOKUP, and array formulas with Microsoft Excel.
  - Must be comfortable working with multiple data sets, various file formats (.xlsx, .csv, .xml, .json, etc.) and formatting data for different purposes.
- Demonstrated critical thinking skills with ability to define problems, collect data, establish facts, draw valid conclusions, and effectively present information to executive leadership and staff.
- Excellent organizational and time/project management skills as well as demonstrated excellent verbal and written communication skills.
- Excellent interpersonal skills with ability to professionally interact as a team player with diverse populations.
- Ability to accurately edit documents and organize reference materials.

### **Preferred skills that will ease your onboarding:**

- Knowledge of NCCA Accreditation Standards.
- Knowledge of item statistics (CTT).
- Familiarity with platforms: FileZilla, Box, SurveyMonkey, Wufoo and VitalSource.
- Ability to take initiative within scope of position and adapt to shifting priorities.
- Experience working in a small team and handling multiple responsibilities simultaneously.

## **WHERE YOU'LL WORK**

Since the Exam and CE team works one day/week (Tuesdays) in our Rockville, MD headquarters, it would be preferable that you live in the Washington, DC metro area. However we are open to non-local candidates provided you are open to traveling to the region 5-6 times/year for Exam Committee meetings, and all-staff events. Note that you'll need to transport materials to and from meetings, including setup and breakdown (references, materials, projectors, etc.).

## **SALARY**

\$90-110,000 + generous benefits including free single medical coverage along with 4% contribution and 2% match to 401K

## **READY TO APPLY?**

Send your cover letter and resume to our recruiter, Shira Lotzar at Purposeful Hire:

[shira@purposefulhire.com](mailto:shira@purposefulhire.com)