

## Assistant Director of Customer Service Pediatric Nursing Certification Board (PNCB)

The Pediatric Nursing Certification Board (PNCB) is the largest independent pediatric nursing certification organization in the country. Our programs are recognized by every state board of nursing in the nation. At PNCB, we make it our mission to provide the highest quality certification services for nursing professionals who care for pediatric populations.

PNCB is currently looking for an experienced, full-time, Assistant Director of Customer Service. We offer competitive salary ranges and generous benefits along with a great team environment! Our organizational culture is based on the staff core values of Integrity, Teamwork & Approachability, Responsive Communication & Service, Supportiveness, and Excellence.

PNCB operates on a hybrid schedule. Staff work in the office 2 days per week and remotely 3 days per week subject to change based upon organizational needs. Employees are responsible for maintaining a remote environment conducive to conducting business with their own reliable, secure internet. PNCB provides all other equipment.

The position is responsible for assisting the Director with the design and delivery of PNCB services including initial certification examination, certification renewal, verification of certification and continuing education. The Assistant Director will be responsible for the day-to-day operations including staff work assignments to ensure delivery of the highest level of quality and responsiveness to our candidates, certificants and stakeholders.

### **Essential Job Duties:**

- Maintains an in-depth knowledge of all PNCB services.
- Manages the daily work assignments for program area staff.
- Coordinates and performs tasks related to certification and recertification to include responding to certificant and candidate inquiries.
- Processes certification applications, result files, audits recertification applications, troubleshoots issues related to certification eligibility and other technology related matters.
- Ensure business continuity by regularly cross-training program area staff.
- Carries out quality control procedures to ensure the integrity of data.
- Manages the accuracy and timeliness of data transfers to stakeholders and vendors
- Serves as the point of contact for State Boards of Nursing.
- Acts on behalf of the Director in their absence.

### **Essential Skills/Specifications:**

- ❖ Mission-oriented: passionate about children achieving optimal health
- ❖ Critical thinker: proven ability to work through complex problems/tasks
- ❖ Demonstrated leadership and decision making skills
- ❖ Organizational skills: ability to prioritize to meet deadlines

- ❖ Excellent communication skills: strong oral and written communication skills and interpersonal skills resulting in the building of effective relationships with diverse populations
- ❖ Collaboration: able to effectively work with others through approachability, listening and consensus building
- ❖ DEI committed: advocate for diversity, equity, and inclusion
- ❖ Customer service orientation.
- ❖ Demonstrated proficiency in MS Office (Adobe, Word, Excel, PowerPoint, and Outlook) and familiarity with databases.

**Minimum Education/Training:** Bachelor's degree or higher preferred

**Minimum Experience:** 5 years of customer service management experience in a professional, non-retail environment.

**Classification:** Exempt

**Please submit letter of interest and resume to [hr@pncb.org](mailto:hr@pncb.org).**