

Certification Program Specialist

About the Role:

The Certification Program Specialist supports the Director of Certification in the implementation, administration, and ongoing development of the Clinical Support Medical Assistant (CSMA) credential. This position is responsible for coordinating assigned workstreams, stakeholder communications, reporting, website and content updates, process documentation, and cross-functional initiatives that contribute to the successful launch, expansion, and ongoing administration of the credential.

This position works closely with Certification, Marketing, IT, Membership, employers, educators, workforce organizations, and other stakeholders to advance program implementation, stakeholder engagement, and operational excellence.

About Us:

The American Association of Medical Assistants® (AAMA) is the oldest and largest association dedicated solely to the advancement of the medical assisting profession in the United States. Medical Assistants are multiskilled members of the health care team who perform clinical and administrative procedures under the supervision of licensed health care providers. AAMA is headquartered in downtown Chicago, with convenient access to public transportation. We offer competitive benefits and the opportunity to grow professionally!

Key Functions:

- Program administration and implementation
- Stakeholder support and communication
- Coordinate implementation of marketing campaigns and outreach activities.
- Maintain and coordinate updates to related website content
- Project coordination
- Reporting and data analysis

KNOWLEDGE of:

- Certification, credentialing, association management, healthcare education, or workforce development programs.
- Project coordination and business process improvement principles.
- Data management and reporting practices.
- Website content management and digital communications.

SKILLS *in*:

- Microsoft Office (Word, Excel, Outlook) and ability to learn database/AMS systems.
- Managing multiple complex projects simultaneously.
- Developing and maintaining effective stakeholder relationships.
- Data analysis, reporting, and dashboard development.
- Written and verbal communication.
- Project planning and coordination

ABILITY *to*:

- Maintain accuracy and confidentiality when handling credential data.
- Exercise sound judgment and problem-solving skills.
- Prioritize competing deadlines and responsibilities.
- Coordinate cross-functional initiatives effectively.
- Communicate professionally with diverse stakeholder groups.
- Adapt to changing priorities and organizational needs.
- Develop practical recommendations for process and program improvements.
- Work both independently and as part of a team.
- Work collaboratively with all AAMA staff.
- Work hours beyond the regularly scheduled workday when needed.

Compensation and Benefits:

- Salary position with a starting salary range of \$60,000 – 65,000
- Health, Dental and Vision Insurance with partial company paid premiums.
- Short-term and Long-term Disability Insurance.
- Life Insurance.
- 401K account.
- Full time employees accrue 2 weeks of vacation and 10 sick days per year, plus 11 paid holidays.

Location:

Chicago, IL

Physical and Environmental Demands:

Minimum Position Requirements

EDUCATION AND EXPERIENCE

- Associate's or Bachelor's degree in a related field or equivalent combination of education and experience.
- Three or more years of experience in certification administration, association management, healthcare administration, education administration, workforce development, project coordination, or a related field.
- Experience managing projects and coordinating cross-functional initiatives.
- Experience with reporting, databases, and business process improvement.
- Certification, credentialing, healthcare, or association experience preferred.

ENVIRONMENTAL DEMANDS *including:*

- Working in an office environment with light to moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.

PHYSICAL DEMANDS *including:*

- Sedentary office work although standing in work areas and walking between work areas may be required.
- Finger and hand dexterity to access, enter, and retrieve data using a computer keyboard or calculator, and to operate standard office equipment.
- Mobility to work in a standard office setting and use standard office equipment.
- Vision to read printed materials and a computer screen, make color distinctions, and have normal depth perception; ability to smell fumes like odorous gas; and hearing and speech to communicate in person, before groups, and over the telephone.
- Occasionally bending, stooping, kneeling, reaching, pushing, and pulling drawers open and closed to retrieve and file information.
- Ability to lift, carry, push, and pull materials and objects weighing up to thirty (30) pounds.

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.

Join the AAMA staff team as we support Medical Assistants!

To apply, send your resume to AAMA Hiring Team at spirani@aama-ntl.org.

AAMA is committed to provide equal employment and advancement opportunities to all individuals based on merit, qualifications, and abilities. The AAMA does not discriminate in employment opportunities or practices based on race, color, religion, sex, sexual orientation, national origin, age, disability, or any other characteristic protected by law.