



## JOB DESCRIPTION

### Registrar

11/05/2018

The Registrar is responsible for processing applications for and maintaining records of CCHI's certification candidates and certificants. The Registrar reports to the Executive Director and works closely with the Customer Management Services (CMS) Specialist and CCHI's vendors such as, but not limited to, the online Candidate Management System vendor, certificates vendor, and ID badge vendor.

#### **Responsibilities:**

##### **Records Management:**

- Maintain accurate records of applicants, candidates, and certificants in the online Candidate Management System (CMS). Communicate with the CMS vendor regarding any IT issues.
- Maintain accurate records of prerequisite and continuing education programs accepted by CCHI, working closely with the Executive director.
- Verify that all applications – initial or renewal – are complete and all fees are received. Request additional information and documentation from applicants when needed.
- Process applications to determine eligibility pursuant to CCHI's policies and procedures: initial applications must be processed within 5 business days, and renewal applications – within 15 business days of submission. Escalate eligibility issues as needed to the Executive Director or their designee for a second review and final eligibility determination.
- Manage eligibility appeals in a timely manner following CCHI's policies and procedures.
- Manage special employer-sponsored groups of candidates and certificants, providing group progress reports to employers on a bi-weekly basis. Keep accurate records of employer-sponsored groups.
- Manage progress of CCHI's scholarship recipients and other CCHI-designated special groups of candidates, escalating to the Executive Director as needed.
- Download candidates' examination scores from CCHI's test delivery vendor weekly and update candidates' records in the online CMS. Escalate candidates' inquiries or appeals about their exam scores to the CMS Specialist.
- Manage issuance of CCHI certificates weekly: upload certificants' information into CCHI's certificate vendor's online system to generate the appropriate CCHI certificates; verify the certificates delivery by the vendor; keep copies of all certificates issued; re-send certificates to certificants per their request and according to CCHI's policy.
- Respond to CCHI's applicants, candidates, certificants, and their employers in a timely manner and no later than within two business days. Escalate inquiries about testing to the CMS Specialist in a timely manner and within one business day. Reset customer passwords in CCHI's CMS and Training Portal accounts per their request and according to CCHI's policy.
- Verify certificants' record to CCHI's ID badge vendor within two business days.
- Provide reports on application processing to the Executive Director on a monthly basis and as needed.
- When necessary and appropriate provide feedback and recommendations regarding streamlining application processes and the online CMS system to the Executive Director.

Initials: \_\_\_\_\_

General:

- Adhere to CCHI’s security and confidentiality policies pursuant to the signed Confidentiality Agreement.
- During the CMS Specialist’s absence, handle some of their tasks following the policies and instructions provided, and seeking authorization as needed from the Executive Director.
- Communicate in a professional, empathetic, mindful, and respectful manner with customers for whom English is not their native language or who may have heavy accents and different styles of communication.
- Organize and prioritize work tasks to provide the best customer service, informing the Executive Director when CMS-related tasks or processes need adjustment.
- Demonstrate initiative in handling daily situations.
- Report to and carry out any other responsibilities as assigned by the Executive Director (this should not be more than 10% of the total job tasks).

**Conduct and Public Relations**

- Uphold and enforce CCHI policies & administrative procedures; and program rules & regulations.
- Maintain professional and ethical work habits such as accurate time management and reporting.
- Display respect and professionalism in all interactions with CCHI customers, the public, and Commissioners.
- Be an ambassador to the public of CCHI programs.
- Establish and maintain cooperative relationships with CCHI Commissioners, vendors, and staff.

**Required Qualifications**

- Excellent verbal and written communication, and interpersonal skills
- Ability to work independently escalating issues to supervisor as needed
- Ability to multi-task and work efficiently in a fast-pace environment
- High attention to details and good organizational skills
- Customer service experience
- Excellent computer skills in: phone applications (cellular and VoIP), Google Drive, MS Outlook, MS Word, MS Excel
- Experience working with people from different cultures whose primary language is not English
- High School diploma or its equivalent

**Preferred Qualifications**

- Work experience in the interpreting, translation or healthcare industry
- Knowledge of CCHI and its programs
- Proficiency in a foreign language
- Bachelor’s degree in customer relations, administration, PR, interpreting/translation, or data management

**Training and Evaluation**

- On the job training is conducted during the first three (3) months of hire per the training schedule provided to the employee at the time of hire.
- Upon completing the training and no later than at three (3) months of hire, employee is evaluated by the Executive Director.
- Employee’s evaluation is conducted every six (6) months thereafter.

Intials: \_\_\_\_\_

**Employee Status and Compensation**

- The Registrar is an hourly, non-exempt administrative employee. The employment is on an at-will basis. The working week is established at 25 hours. The employee will provide biweekly timesheets to the Executive Director in a timely manner, at least 3 days before the payment date.
- Any additional hours must be agreed to by the employee and pre-approved by the Executive Director or their designee in writing and prior to their commencement. Additional hours are reimbursed at the regular rate for up to 40 hours per week. Any overtime hours in excess of 40 hours in a workweek are reimbursed at a rate of one and a half times the regular rate of pay. Employee must seek pre-approval by the Executive Director (or their designee) prior to commencing overtime work. Employee may be subject to disciplinary measures for working unauthorized overtime.
- The hourly rate is \$15.33; the biweekly pay for 50 working hours is \$766.50.
- The salary is paid bi-weekly via direct deposit based on the timesheets provided.
- The first payment is on Friday of the 3<sup>rd</sup> week of hire.

**Time allocation**

CCHI requires employee to:

- Work weekly with the following distribution of work hours:
  - at least three (3) week days (M-F), between 1-3 pm ET/10 am -12 pm PT.
  - at least two (2) days (M-Sat), between 8-10 pm ET/5-7 pm PT.
  - The rest of the work schedule must be coordinated with the Executive Director at least one (1) week in advance.
- Handle commitments in both Eastern and Pacific time zones.
- Be available, if needed, on Saturdays per mutual, advance agreement and as instructed by the Executive Director.

**Fringe Benefits**

The full list of benefits is provided in the Personnel Manual. The following is a summary:

- FICA, Workers’ Compensation, Unemployment Insurance
- Annual and Sick Leave – accrued Paid-Time-Off (PTO) of 55 hours (i.e. 11 days, with vacation time limited up to 5 sequential days (1 week), non-transferrable if not used)
- Holidays – nine (9) days, prorated at 5 hours per day
- Bereavement leave of up to three (3) days, prorated at 5 hours per day
- FMLA benefits when qualifying.

I acknowledge I have read the above job description, and I understand and accept my responsibilities as the Registrar at the Certification Commission for Healthcare Interpreters.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name

Intials: \_\_\_\_\_