

JOB DESCRIPTION Administrative Specialist April 2026

The Administrative Specialist provides administrative support to the Executive Director, reviews applications, coordinates advertising, and supports the CEAP platform. The Administrative Specialist reports to the Executive Director. The list of responsibilities provided below is descriptive rather than comprehensive and can be modified at any time based on operational needs.

Responsibilities:

- Review initial applications for certification.
- Communicate with advertisers and monitor advertising processes.
- Communicate with organizations whose programs are accredited by CCHI's Continuing Education Accreditation Program (CEAP).
- Update CCHI's website content and publications as instructed.
- Provide support for webinars and online events (registration communication, chat/questions monitoring, issue of certificates).
- Assist the Executive Director with projects and initiatives by completing assigned tasks.
- Review and maintain electronic files.
- During the Executive Director's absence, handle some of the Executive Director's tasks following the policies and instructions provided and seeking authorization as needed from a designated Commissioner.
- Provide feedback and recommendations regarding streamlining operations processes to the Executive Director.

Required Qualifications

- Knowledge of CCHI and its programs (e.g., CCHI certification holder) and spoken language interpreting profession
- High attention to details and good organizational skills
- Ability to work independently and escalate issues to supervisor as needed
- Ability to prioritize tasks, monitor multiple processes, and work efficiently in a fast-paced environment
- Ability to work with people from different cultures whose primary language is not English
- Excellent written communication skills in English
- Excellent interpersonal skills
- Excellent computer skills in: Google applications (Drive, Gmail, office, search engine, Gemini), MS Word, MS Excel, Zoom, Adobe Acrobat
- High School diploma or equivalent
- The employee will utilize their own broadband internet connection.

Preferred Qualifications

- Work experience in the interpreting or healthcare industry
- Customer service experience
- Experience with project management
- Proficiency in a spoken language other than English
- Bachelor's degree in customer relations, administration, business, interpreting/translation, or data management

Training and Evaluation

- On-the-job training is conducted during the first two (2) 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.

Time allocation

CCHI requires employee to:

- Work weekly with the following distribution of work hours:
 - at least two (2) weekdays (M-F) between 11 am -1 pm ET/8 am -10 am PT.
 - at least two (2) weekdays (M-F) for 2 hours between 4-9 pm ET/1-6 pm PT.
 - The rest of the work schedule is flexible and 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. To the extent possible, hours worked on Saturday should be part of the 20-hour week.
- Occasional travel for in-person events may be needed and will be coordinated with the employee. Travel time to/from destination is compensated as regular work hours.

Employee Status, Location, and Compensation

- The Administrative Specialist is an hourly, non-exempt administrative employee. The employment is on an at-will basis. The working week is established at **20 hours**.
- The employee must reside in the U.S.
- The hourly rate is **\$25-28**.

Fringe Benefits

- FICA, Workers' Compensation, Unemployment Insurance
- Annual and Sick Leave – accrued Paid-Time-Off (PTO) of 50 hours (i.e., **12.5** days, with vacation time limited up to 5 sequential days (1 week), non-transferrable if not used)
- Holidays – eleven (11) days