

**Job Type:**

Part Time (Temp to Permanent) – 32 hours per week, Monday - Thursday

Start Date:

October 12, 2026

Application Deadline:

October 2, 2026

Education:

4-Year Degree Required

Salary:

USD \$50,000 - \$55,000 / year

Location: Remote / Virtual

Travel Requirements: This is a remote position with occasional travel required for in-person meetings, events, and other business-related activities. Travel expectations may vary based on organizational needs.

Cause Areas:

Children & Youth, Communications Access, Disability, Media, Philanthropy

Certification Specialist

Position Summary

The Certification Specialist manages the Listening and Spoken Language Specialist (LSLS) Certification Program from application through certification and recertification. This role is responsible for maintaining the integrity, quality, and credibility of the LSLS credential while providing exceptional service to applicants, credential holders, CEU providers, and Academy stakeholders.

What Success Looks Like

The successful Certification Specialist ensures smooth and professional certification experience for all applicants, keeps up with recertification schedules, supports applicants

with timely service, verifies continuing education units effectively, and safeguards the value and credibility of the LSLS credential.

Qualifications

Required Qualifications

- Bachelor's degree
- Evidence of exemplary customer service skills
- Data Management background
- Exceptional attention to detail
- Excellent written and verbal communication skills
- Ability to manage multiple priorities and deadlines independently.
- Proficiency with Microsoft Office applications

Preferred Qualifications

- Experience administering certification, licensure, accreditation, or professional credentialing programs.
- Experience working with continuing education programs.
- Experience with nonprofit associations or membership organizations.
- Knowledge of hearing, speech-language, audiology, education, or related professional disciplines.

Key Responsibilities

Certification Program Administration

- Manage the full LSLS certification process from initial inquiry through certification award.
- Serve as the primary point of contact for certification applicants and credential holders through phone and email.
- Assist candidates with examination-related questions and procedures in a timely manner.

- Manage annual and biennial recertification activities.
- Review and approve CEU submissions from approved providers.
- Manage billing for certification process and CEU submissions.
- Monitor and respond to inquiries received through the Academy inbox.
- Communicate professionally with candidates, board members, and partner organizations.

Data Management & Reporting

- Maintain certification data across multiple systems.
- Generate reports and provide certification metrics to Academy leadership and the Academy Board.
- Monitor program trends and recommend process improvements.

Membership & Event Registration

- Manage membership applications, renewals, and member records, ensuring accurate and timely processing.
- Respond to membership inquiries and provide professional support to current and prospective members.
- Coordinate registration for conferences, workshops, webinars, and other organizational events.
- Process registrations, payments, cancellations, refunds, and attendee updates in accordance with established policies.
- Maintain accurate registration records, generate attendee reports, and support pre-event and post-event communications.
- Collaborate with staff and vendors to troubleshoot registration issues and support a positive attendee experience.

How to Apply

Interested candidates should submit a **resume, cover letter, and writing sample** to **opportunities@agbell.org** no later than **October 2, 2026**.

Application Materials Required:

- Resume

- Cover Letter
- Writing Sample

Please send all materials to **opportunities@agbell.org** with the subject line "**Certification Specialist Application**".