



Accounts and Publishing Coordinator

Credential Engine is seeking an Accounts and Publishing Coordinator to provide support to a growing number of partners publishing data to the Credential Registry.

Credential Engine is an equal opportunity employer. Women, people of color, and individuals with disabilities are encouraged to apply. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Position Details

Status: Full-time
Location: Remote, flexible in the United States
Reports to: Director of Programs

Who We Are

Credential Engine is a non-profit whose mission is to map the credential landscape with clear and consistent information, fueling the creation of resources that empower people to find the pathways that are best for them.

We envision a future where millions of people worldwide have access to information about credentials that opens their eyes to the full range of opportunities for learning, advancement, and meaningful careers. Learn more at www.credentialengine.org.

What We Do

Credential Engine provides a suite of web-based services that creates for the first time a centralized Credential Registry to house rich information about all credentials, a common description language to enable credential description, comparison, and navigation, and a Credential Finder tool to search information housed in the Registry. We also encourage and support the creation of third-party tools and platforms that allow people access to this transparent information about credentials so they can make informed decisions.

Credential Engine's open-source technologies are increasingly recognized to be essential to ensure data interoperability across the web, the value of which is improved transparency, clearer pathways, enhanced navigation and guidance, clearer accountability metrics, and a more efficient marketplace. Credential Engine's work spans:

- Development, provision, and advancement of essential technologies,
- Provision of general and customized technical support for credential issuers, data consumers, administrators, policymakers, and others,
- Policy advocacy and education at the federal, state, institution, and employer level about the value and role of credential transparency,

- Collaboration with numerous parallel, related, and complementary initiatives to improve the education, training, employment, learner data ecosystem.

Credential Engine works with a growing number of states and regions to support their efforts to make essential data about credentials and competencies public, transparent, and linked in order to better serve learners, workers, employers, and others. We partner with national organizations to support the development and implementation of policies that will make credential transparency enduring in states. We also work with a number of national postsecondary education associations that have endorsed credential transparency and our work. And we are exploring opportunities to expand our partnerships internationally.

Why We Do It

Through an increasing array of credentials – such as degrees, licenses, badges and apprenticeships – job seekers, students, and workers have more options than ever to help them get ahead. Yet, there has never been an efficient way to collect, search, and compare credentials in a way that can be both universally understood and maintained in a manner that keeps up with the speed of change in the 21st century. With nearly 1,000,000 confirmed credentials in the U.S. alone, and likely millions worldwide, this lack of information in the marketplace contributes to confusion and uninformed decision making.

Credential Engine provides a suite of publishing tools for converting information into valuable data, a national Credential Registry, and services for states, systems, web applications and other tools to utilize the Registry data.

Primary Responsibilities:

This position is a customer facing support position utilizing tools for content specialists. To advance our mission, Credential Engine works with education and training institutions, federal, state and regional partners, credentialing bodies, businesses and software companies to publish credentials using a common language to the Credential Registry. Using the suite of Credential Engine publishing tools, this position will be responsible for working closely with our publishing partners and technical team to ensure they have a positive account creation, publishing, and up-keep experience.

- Working with the Accounts and Publishing Manager, coordinate and manage Credential Engine Accounts System and Publishing Tools, which includes:
 - Intaking and following up with accounts in the Credential Engine Accounts System;
 - Building strong relationships with new publishers, regions, and states;
 - Supporting and enhancing new and existing relationships with publishers to expand their published data to meet, or exceed, benchmark models for publishing in the Credential Registry;
 - Conducting demonstrations of the publishing processes and tools with publishers; and

- Assisting with quality assurance processes including tracking and documentation aimed at ensuring Credential Registry policies are followed to provide high-quality data in the Credential Registry.
 - Communicating about Credential Engine tools and services to ensure our publishing partners have positive, long-term interactions with us.
 - Troubleshooting publishing issues with customers and working with the technical team to resolve them.
- Provide technical assistance to publishers using Credential Engine's bulk upload and manual entry tools.
- Understand the stakeholders' goals with Credential Transparency to communicate best practices for publishing their credential information.
- Contribute to the creation and maintenance of publishing instructions and resources in multiple formats such as on Web pages, PDF, and PowerPoint.
- Additional project support, such as assisting with outreach, follow up, and scheduling meetings.
- Participate with development and refinement of publishing workflows.
- Other duties as assigned.

Qualifications

- Successful experience working with external partners, agencies, and/or customers.
- Must exemplify flexibility and ability to work both independently and collaboratively.
- Ability to prioritize and manage multiple projects.
- Strong oral and written communication skills, especially an ability to communicate complex ideas and processes to a variety of audiences.
- Demonstrated ability and comfort in learning and explaining new tools and technologies.
- Highly organized and pays close attention to detail.
- Demonstrated strong relationship building skills.
- Operating style suited to working in a small team and remote environment where teamwork, creativity, communication, and flexibility are valued.
- Ability to understand and respond to diverse and sometimes competing needs of stakeholders.
- Ability to manage complex processes and relationships with confidence, confidentiality, and tact.
- Experience with or quick ability to learn how to support quality assurance testing of websites and other technologies, understand the perspective of the users, and assist with troubleshooting issues with customers online, on the phone, via email or through other means is preferred, but not required.
- Ability to learn a technical data infrastructure and align data needs across stakeholders.

Work Environment and Physical Demands

- Work is performed remotely, generally from home locations, with the same demands as a traditional office environment.
- Visual and auditory acuity for extensive use of various forms of technology.

Compensation

A competitive package including salary and benefits (holidays, PTO, insurance coverage for health, dental, vision, life and disability, and a retirement plan) is available and is commensurate with experience and qualifications. The expected salary range is \$45,000-\$50,000 annually.

Credential Engine is based in Washington, DC with most team members located around the country. All staff work remotely.

Application Process

To apply for this position, please submit a resume and cover letter to resumes@credentialengine.org with "Accounts and Publishing Coordinator" in the subject line. **Priority will be given to applications submitted by April 1, 2022, with all applications due by April 21, 2022.** The position will remain open until filled.



To learn more, please visit www.credentialengine.org or contact info@credentialengine.org