



## EMAP Assessment Coordinator

Position Open @05-01-2023

### Why ASMI?

Association and Society Management International (ASMI) is an association management firm known for its commitment to its people and its clients. ASMI has a 40-year track record of outstanding customer service delivering non-profit expertise and services to socially responsible organizations. ASMI supports, guides, and promotes the professions and industries that impact people around the world every day including trauma, emergency medical services (EMS), homeland security / emergency management, ballistics, and manufacturing trade associations.

The ASMI headquarters offices are in Falls Church, VA and all personnel have the option of working-from-home on a permanent basis. Periodic travel including visits to HQ may be required.

The position of EMAP Assessment Coordinator requires an energetic, customer-service oriented individual, capable of multi-tasking to provide customer service and project management to not-for-profit organizations. The role is a permanent, full-time benefitted position serving EMAP with the potential to provide occasional specialized services to other ASMI clients.

### Major Job Responsibilities

This full-time, permanent position is for an association management professional with experience in **customer services delivery to emergency management programs seeking accreditation.**

Responsible for coordinating the accreditation application life cycle for EM programs including training, customer coaching, records and application management, communications campaigns, program planning, and follow-up. The role is primarily engaged in accreditation work for the Emergency Management Accreditation Program (EMAP) and may also be assigned specific projects for the International Association of Emergency Managers (IAEM).

### Salary

\$55,000-72,000 commensurate with experience. Full-time, permanent position.

### Job Requirements

- A Bachelor's degree is required along with relevant project management work in the emergency management or non-profit industry, or similar experience.
- Candidate must be extremely well-organized and task-oriented and be accurate with an attention to detail. Must be comfortable with multi-tasking and be able to adjust to shifting priorities. Must be able to work with limited supervision and successfully within a team.
- Excellent communications skills including writing skills are necessary.
- Candidate must be able to use Microsoft Office Suite software including Outlook, Word, PowerPoint, and Excel. Experience with Association Management Systems (AMS) like Cvent, AccredPro or other complex databases is a plus. Be able to rapidly learn and use new software.
- Experience with audio-visual equipment and applications is preferred.
- Regular travel, 1-2 trips per month including representing EMAP at IAEM, NHTSA and NEMA, and periodically teaching EMAP courses as candidate gains content expertise.

## Specific Tasks

### Member Services / Customer Care

- Help customers with inquiries – manage communications regarding accreditation applications and serve as the first point of contact for the organization.
- Work to review applications for completeness and work with appointed Accreditation Managers on the assessment and accreditation process.
- Manage records in accreditation database for both programs and assessors.

### Accreditation Processes

Assist in the coordination of all assessment and accreditation activities associated with a Program's effort towards accreditation including

- scheduling on-site assessment,
- preparing an assessment team and confirm participation,
- coordinating with ASMI point of contact on flights, hotel accommodations and reimbursements for all deployed assessors,
- communication with Accreditation Manager on the document reviews, assessment schedule, proofs of compliance and EMAP process.

### Report Development

- Work to prepare, format, and assist the Assessment Team Leader with the comprehensive assessment report from the EMAP assessment team. Work with appropriate stakeholders to ensure all documentation with each stage of the accreditation process (prepare annual production plan, conduct promotions, schedule, promote and manage informational webinars, collect, and log entries, coordinate judging and distribute materials, publicize results, coordinate awards production, prepare presentations.
- Help produce the FEMA Grant reports for EMAP.
- Assist in the development of the EMAP Annual Assessment Analysis Report.

### Committee and Commission Activities

- Help prepare for and staff committee and commission meetings. Assist Program representatives with presentations before the Program Review Committee.
- Assist the Assessment Subcommittee with the development of resources to assist Programs and Assessors.
- Assist in Committee and Caucus activities.

### Teaching & Instruction

- Assist with planning and executing EMAP training offerings.

### Other Duties

- Business development, special projects, other as assigned to take advantage of specific talents and interests potentially including conference and event planning.

*Annual hours indications for each task are estimates, and assignments may be adjusted. Full-time ASMI employees are expected to work 40-45 hours per week. (50 weeks x 42.5 hours = 2,125).*

## Reporting

The position reports to ASMI Account Executive Nicole Livingston.

### Professional Accountability

- Enter work time in 15-minute increments using ASMI web-based time-tracking system (currently Replicon) utilizing task and activity labels and comments fields.
- Submit timesheets by close of business on Friday of each week unless work is planned for Saturday and no later than noon on Monday when weekend work obligations occur.
- Submit travel and expense reimbursement forms to include applicable allocation codes no later than 30 days post travel conclusion or expense incurrence.
- Consult supervisor as soon as competing priorities threaten completion of one or more tasks by the established internal or external deadline.
- If the position is eligible for telecommuting: notify supervisor about short term absences during normal business/scheduled hours that are due to travel or not associated with vacation, sick, or other leave requests.
- Maintain client work documents on the shared drive per ASMI's document retention policy; regularly transfer files that might have been drafted offline / on individual desktop.
- Conform to all ASMI Policies & Procedures as defined in the Employment Manual.