



Administrative Support Specialist

Phius is seeking an administrative specialist to provide customer service and systems support. This professional will primarily support the training manager and program, with the possibility that the position will expand to include organization-wide support.

Responsibilities

Administration and Customer Service

- Respond to training registration and other constituent questions and issues
- Respond to professionals' questions regarding certification status, continuing education and credential maintenance
- Report continuing education credits to partner organizations
- Review submitted professional certification trademark agreements, issue certificates of completion and professional certificates after training

Training

- Review admission applications for certification programs
- Set up online registration for trainings
- Maintain training calendar
- Schedule and assign trainers for upcoming programs
- Manage enrollments on the Phius online training platform.
- Coordinate logistics for offerings and trainings with partner organizations
- Communicate course updates and logistics with trainees
- Maintain report on enrollment status for Phius training programs
- Manage class rosters
- Maintain training materials posted on training site

Qualifications

Musts

- Administrative/Customer Service Experience
- Excellent communication skills

- Organized and detail oriented
- Competency in Google applications and MS Office

Ideal

- Education and/or experience in the training field
- Experience or interest in architecture/construction/sustainability
- Experience or education in instructional design
- Some experience with minor video editing preferred (adding title slides, trimming video, etc.)
- Experience with CRM system(s)
- Experience with LMS system(s)