

Title	ISSA Education Support Coordinator
Department	<i>Education</i>
Reports to	Chief Global Education Officer
Hours	<i>8:00 am – 5:00 pm</i>

Job Purpose

ISSA is the leading trade association for the cleaning industry worldwide. Our purpose is to change the way the world views cleaning. The association represents businesses, organizations, and professionals across the entire cleaning industry chain, including manufacturers, manufacturer representatives, wholesalers, distributors, in-house service providers, building service contractors, residential cleaners, and more.

The primary objective of this entry level position is to support the global ISSA education department with training workshops, certification processing and order entry.

Duties and Responsibilities

- Grading and processing of N.A. certification examinations
- Data entry of grades, completions, and record keeping for all certifications and accreditations
- Shipping of digital and printed certificates, uniform patches, and other items to customers
- Tracking communications through CRM tool
- Maintaining accurate renewal records
- Daily support to customers and internal stakeholders
- Providing results of certifications to customers and internal stakeholders as needed
- Order entry
- Order shipping
- Education events logistics

Key Competencies

- Must be energetic, self-motivated and a team player.
- Must have excellent organizational and follow-up abilities.
- Ability to manage multiple projects and deadlines in a fast-paced environment.
- Ability to work independently, as well as part of a dynamic team.
- Possess strong written and verbal communication skills.
- Problem-solving abilities and results driven.
- Must be willing and able to travel occasionally.

Mandatory Qualifications

- Ability to work daily within an office setting
- H.S. Diploma or higher
- Minimum of 3 years' experience in administrative functions
- Proficient in Microsoft Office suite, including Word, Excel, Outlook, PowerPoint, and Teams.
- Proficient in CRM and/or AMS software

Beneficial Qualifications

- Experience working with trade associations or a similar not-for-profit environment a plus.
- Knowledge of the cleaning, facilities management, and/or restoration industry a plus.
- Project management certification a plus.

Working Conditions

This position will require working standard business hours, sitting for extended periods of time, standing, and some minor lifting. This position may be required to attend annual trade show, industry, or company events for an extended period of time which will consist of travel and overnight stay. The ability to work in an office environment is also required.

Direct Reports

None

ISSA is an equal employment opportunity company.

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