

Date Created:	October 3, 2022	Created by:	Executive Director
Last Revision:	May 22, 2026	Revised by:	Operations Manager
Date Approved:	May 26, 2026	Approved by:	Executive Director & CEO
Proposed Revision:		Proposed by:	

NARA POSITION DESCRIPTION

Position Title: Professional Development Coordinator

Classification: Exempt

DESCRIPTION AND DUTIES:

The Professional Development Coordinator is a customer service-focused, detail-oriented professional position within NARA. Guided by NARA's values, Protection | Integrity | Leadership | Learning | Collaboration, this position plays a central role in supporting and advancing NARA's professional development, credentialing, online learning, and continuing education initiatives for human care regulators and licensing professionals.

The Professional Development Coordinator is responsible for coordinating and supporting NARA's educational programming, credentialing systems, online learning platforms, and professional development activities. This position requires knowledge of adult learning principles, online education systems, credential management, and the unique needs of human care regulation professionals.

Driven by our values, NARA team members are supported through transparent, consistent processes and clear accountabilities. Each team member sets and delivers on project goals, timelines, and deliverables while maintaining a high level of professionalism and customer service. This position is full-time and is employed as an at-will position. This is an exempt position.

SPECIFIC RESPONSIBILITIES

1. Adheres to NARA's mission, core values, and Code of Ethics while supporting transparency and organizational integrity.
2. Supports the development, coordination, implementation, and continuous improvement of NARA educational programming, credentialing systems, and professional development initiatives.
3. Serves as a primary point of contact for education, credentialing, webinar, and course-related communications.
4. Communicates with candidates and credential holders regarding initial and renewal National Regulatory Professional Credentials (NRPC).
5. Maintains accurate and regularly updated databases and learning management systems related to courses, webinars, credentials, and participant records (currently MemberClicks and Litmos).
6. Coordinates with LMS providers, vendors, instructors, and consultants regarding online learning delivery, course functionality, and professional development offerings.
7. Assists with the administration, tracking, reporting, and evaluation of online learning and credentialing programs.
8. Supports adult learners by providing timely assistance related to course access, completion, credential requirements, and continuing education activities.
9. Prepares and distributes NRPC certificates and related credentialing materials.

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10. Distributes, receives, reviews, and processes webinar, course, and credential applications and renewals.
11. Processes requests for webinar, course, and credential information and provides responsive customer support.
12. Creates, maintains, updates, and implements credential recruitment and retention strategies.
13. Maintains data and prepares reports related to participation trends, credential activity, course completion, and professional development engagement.
14. Co-chairs the NARA Professional Development Committee, including preparing agendas, coordinating materials, recording meeting notes, and maintaining related records and website updates.
15. Assists in planning and coordinating trainings, webinars, conferences, and professional development events in collaboration with other staff.
16. Manages the Credential@naralicensing.com email account, voicemail box, and related communications, typically responding within 1–2 business days.
17. Design and develop course content, storyboards, facilitator, and learner manuals.
18. Assists with evaluating educational effectiveness and recommending improvements to learning systems, participant engagement, and professional development offerings.
19. Communicates issues, concerns, and project updates to the Executive Director/CEO and other staff, as appropriate.
20. Completes additional duties as assigned.

POSITION REQUIREMENTS

- Prefer a bachelor's degree in education, adult learning, public administration, organizational leadership, human services, regulatory administration, or a related field, and three (3) years of relevant experience; or an equivalent combination of education and experience.
- Experience in adult education, online learning, credentialing, professional development, or training coordination strongly preferred.
- Knowledge of human care regulation, licensing, regulatory administration, or public sector professional development preferred.
- Experience working with Learning Management Systems (LMS), online education platforms, webinar systems, and participant databases.
- Proven ability to work effectively in a fast-paced, detail-oriented environment with multiple priorities and stakeholders.
- Demonstrated experience coordinating projects, timelines, and administrative processes.
- Strong written and verbal communication skills.
- Consistently meets or exceeds deadlines.
- Demonstrated sound judgment, professionalism, and ethical decision-making.
- Intermediate proficiency in Microsoft Office applications (Excel, Word, PowerPoint).
- Experience managing and maintaining databases and online systems.

PREFERRED QUALIFICATIONS

- NARA NRP Credential
- 3+ plus years in adult instruction delivery
- Advanced knowledge in online course software
- Familiarity with Google Workspace, Zoom, databases, learning management systems, or

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membership platforms.

SKILLS AND ATTRIBUTES

- Highly organized with the ability to effectively prioritize a dynamic workload.
- Strong attention to detail and commitment to accuracy.
- Understanding of adult learning principles and learner support.
- Tech-savvy with the ability to learn, manage, and improve online systems and educational technologies.
- Ability to analyze trends, identify process improvements, and support organizational learning initiatives.
- Strong customer service orientation with the ability to support both internal and external stakeholders.
- Professional demeanor with a collaborative, growth-oriented mindset.
- Ability to work independently while also contributing effectively within a team environment.
- Commitment to continuous improvement and organizational health.
- Serves as a professional ambassador for NARA and the regulatory profession.

PHYSICAL REQUIREMENTS

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to occasionally lift up to 15 pounds.

ADDITIONAL REQUIREMENTS

- Position requires the ability to establish and maintain a professional remote home office environment.
- Some travel will be required for conferences, trainings, and organizational meetings.