

Education Coordinator

Cremation Association of North America

About the position: The Education Coordinator is a position designed to serve as the primary point of contact for all education and event-related activities, as well as provide administrative support. Full-time non-exempt position that reports to the Executive Director.

About CANA: CANA is a 110-year-old startup with a nimble, responsive and fast-paced culture. There is a seasonal flow to the work, so every day presents new challenges and opportunities. In addition to paid staff, the association is led by volunteers who serve on the board of directors and advisory groups.

CANA's mission is to serve as the trusted authority and educator on all aspects of cremation. CANA staff serve funeral professionals, cemetarians and cremationists in order for them to serve grieving families across North America. CANA staff also communicate with regulators, educators and the media to advance the death care profession.

The association offers an open-door atmosphere that facilitates collaboration. Each of the eight current staff members are valued and form a strong team. Their individual backgrounds, education and experiences strengthen the association. All employees are expected to stay informed of all association activities and assist each other with projects and tasks as needed. Staff are held to high standards and enjoy regular opportunities to advance the death care profession.

CANA offers a hybrid work environment, in which staff can work from home or the CANA office as their tasks allow. While we maintain set office hours each week, flex time is an option when needed. CANA seeks a variety of personalities, work styles and expertise among staff, and realized that diversity necessitates clear written and verbal communication.

Essential Functions

Education Courses

- Serve as the front-line resource for all CANA education and events:
 - receive and respond to inquiries via phone, email, fax, and mail.
- Manage education, including schools, and event registrations.
 - Create and maintain events in database.
 - Enter and process registrations.
 - Make changes in database as required.
- Manage continuing education and certifications:
 - Apply for continuing education credits for all events.
 - Distribute credits as required.
 - Track, print and email certifications.

- Prepare materials for on-site events:
 - Maintain inventory of supplies, pre-print event-related materials, ensure materials arrive at destination.
- Manage the learning management system:
 - Create new courses and prepare for registration.
 - Track completions.
 - Maintain data accuracy.
- Participate in marketing and communications planning

Conferences

- Process CE applications.
- Serve as a backup support for creating and building events in convention software (as needed).

Administration

- Process, distribute and meter all inbound/outbound mail.
- Manage all association phone calls and email inquiries.
- Process open invoice payments and prepare bank deposits. Scan, file and track key financial document per procedures.
- Assist ED with yearly audit (set up folders, pull in scanned required items, etc.).
- Process all credit card statements and add to the project file.
- Order office supplies
- Serve as a backup for membership duty support (process new memberships, take payments over the phone, etc.).

Education, Licensure, Certifications, Experience:

- Previous experience in an education-related or association environment preferred.
- Experience with learning management systems and/or databases preferred.

Position Specific Competencies:

- Knowledge of workplace learning best practices helpful.
- Excellent organizational skills.
- Strong problem-solving skills.
- Excellent communication skills, both verbal and written.
- High level of attention to detail.
- Ability to anticipate future needs and be proactive.

Core Competencies:

- Advanced user of Microsoft Office Software Products (Word, Excel, PowerPoint, Outlook).
- Proficient and comfortable with technology in general.
- Demonstrates sensitivity to diverse populations.
- Team orientation.
- Ability to follow systems and identify improvements or new systems.
- Strong ethical and professional code and ability to maintain privacy.

- Ability to discuss facets of death care and cremation comfortably.
- Excellent customer service skills.