**Education Representative**  
(Part Time, Non-Exempt, 20–25-hour workweek)

It is the mission of PATH International, a 501 (c) (3) organization, to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information, or any other protected characteristic under applicable law.

The Professional Association of Therapeutic Horsemanship International promotes safety and optimal outcomes in equine-assisted activities and therapies for individuals with special needs.

**Job Description**  
The Education Representative is responsible for providing member support for all online educational offerings and educational events including the international and virtual conferences. This position is in the education department and is supervised by the Membership and Education Manager.

**General Duties:**

**Education Courses**
- Assist members by phone and email with questions on all educational offerings, webinars, videos, and online courses to include but not limited to:
  - End user training of the Learning Management System (LMS)
  - Questions concerning content and CEU designation of educational offerings
  - Questions concerning purchasing or registering for online education
  - Registration for online events
  - Maintenance of user accounts (learner, admin, and instructor) upload online courses, make mass assignments, and upload exams and surveys within the LMS domain.
- Support online courses with course instructor assignment and related course instructor agreements
- Complete fulfillment of online course completion for members, e.g., certificates, evaluations
- Serve as the front-line user resource for tier 1 trouble shooting in the LMS. Escalate to the Education Manager for issues that require LMS vendor involvement.

**International Conference**
- Set up and support the event in the association management system (AMS)
- Assist with the coordination of speakers for the international conference
  - Send out notifications from abstract selection process both to accepted and non-accepted speakers
  - Coordinate audio video needs
  - Coordinate speaker hand-outs
  - International conference registration: processing, phone calls and email questions, preparation of on-site registration materials
  - Registration data entry and on-site registration

**Virtual Conference**
- Virtual conference registration: processing, phone calls and email questions
- Assist with the coordination of speakers for the virtual conference

**Other:**
- Promote PATH Intl. programs and assist with implementation of new programs.
- Other special projects and duties as assigned or required including cross-functional support of member services, programs, and education
team members (example: supporting the grant fulfillment requirements that are to be met by PATH, customer service for regional conferences)

Scope of Responsibility:
- Knowledge of department goals, standards, policies, and procedures which include familiarity with other departments within the association.
- Is sensitive to the interrelationship of both people and functions between the departments.
- Can answer general questions on topics outside of the certification department including assisting people on navigating our website, starting a center, joining, and donating to the organization.

Decision Making:
- Able to take accountability for responsibilities and duties with minimal supervision in a team setting.
- Must be proactive.
- Able to assess workflows to organize and prioritize work.
- Analyzes work as necessary and processes appropriately and efficiently. Communicates with supervisor in sharing issues, enhancing processes, and relaying concerns in a timely manner.
- Identifies opportunities for continuous improvement in PATH Intl. processes and operations to enhance membership satisfaction and professionalism of association.
- Uses judgment and discretion in handling confidential information, dealing with sensitive matters and in dealing with people.

Working Relationship & Habits:
- Must work in a professional and respectful manner with all levels of team members, other associates, customers, members, application candidates, center applicants and committee members.
- Must demonstrate accuracy in all communications and data entry and possess good organizational skills.
- Must demonstrate good work habits and good attendance and follow policies and procedures.
• Demonstrates a willingness to help the association improve its practices and professionalism in a positive manner.

Communication:
• Requires excellent oral and written communication skills and outstanding telephone etiquette.
• Must communicate in a professional and respectful manner with fellow associates, members, certification candidates, committee members and center contacts.
• Ability to create professional business letters, memos, and another communique.
• Must be able to handle difficult customer situations with tact, courtesy, and respect.

Education & Experience:
• High school degree required.
• Must have 3 to 5 years of customer service and data entry experience.
• Experience and comfort with concept of cross-selling/up-selling important.
• Direct experience with the equine or other animal-related field beneficial.
• Experience working with individuals with disabilities highly valued.
• Understanding of basic ADA requirements helpful.

Technical Experience:
• Proficiency in Microsoft Office Suite required.
• Advanced experience with Microsoft Access-based database highly desired.
• Database management experience required. Ability to answer and operate a multi-line telephone system required.

This position can be done in office or remotely if applicant is approved for remote work. And requires the incumbent to perform normal activities including, but not limited to sitting or standing for long periods, filing,
retrieval, lifting (up to 25 lbs.) and operating office equipment. The use of a computer is required daily. May occasionally require working extra hours and some weekends.

The physical and mental requirements outlined in this job description describe the demands according to how the job is typically performed. This description, however, is not intended to prescribe or restrict the methods which may be used to meet the essential functions of the position. Any applicant or employee may request reasonable accommodation in the way that the essential functions are performed by contacting Human Resources.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Signatures

This job description has been approved by:

Manager______________________________________ Date ________________

Director/CEO____________________ Date _________________

HR________________________________________ Date _________________

Employee signature below indicates the employee's understanding of the requirements, essential functions, and duties of the position.

Employee______________________________________ Date__________________