



Position Title	Certification Administrator
Status	Full Time, 12 month contract
Reports to	Certification Manager
Location	225 Select Ave., Toronto
Apply to	people@canfitpro.com

Job summary

The certification administrator will work to increase member retention by developing and ensuring access to a variety of recertification options, specifically CPR and Continuing Education Credit (CEC) opportunities.

Summary of Duties and Responsibilities

- CPR & First Aid program: coordinate with key partners, internal and external, to achieve total number of CPR & FA participants compared to department goal
- FA Corporate Partnerships –establish new contacts (Internal and external presentation of product knowledge sessions and certification training)
- Review and accredit all CEC Provider applications provided to canfitpro and work proactively to ensure renewals and grow the CEC Program.
- Assist in implementing new programs regarding processes, policies, web and print schedules as well as communication pieces to our partners
- Continuously striving to improve the certification departments' programs and processes
- Ensure all aspects of certification program revisions and creation including author communication and selection, coherence of information, respect of timelines, preparation of materials
- Achieve total number of certified members via communications, process efficiencies, partnerships.
- Other duties as assigned.

Qualifications

Education

- Degree or Diploma in related field an asset

Experience

- 2-3 years in customer service or account management
- Experience and interest in the fitness industry an asset

Knowledge, Skills and Abilities

- Independent and self-motivated with a high level of initiative
- Sound judgment, problem solving, and decision making skills
- Excellent verbal and written communication skills
- Ability to build and maintain relationships
- Excellent time management and multitasking skills



- Good working knowledge of Excel

Proficiency in the use of computers for

- Microsoft Office (Excel, Outlook, Word, Access) and internet

Relationship Management

- Work closely with all levels of the organization
- Establish and maintain professional working relationships through strong communication, follow-up and action

Working Conditions

- This position is based out of canfitpro Home Office at 225 Select Ave. Toronto
- Mainly weekdays, occasional evenings and weekends

Relationship Management

- Establish and maintain professional working relationships with all levels of the organization

canfitpro is an equal opportunity employer. Upon request, we will make accommodations available during recruitment to applicants with disabilities.