

Professional Development Coordinator

About NATP

The National Association of Tax Professionals (NATP) is the largest association dedicated to equipping tax professionals with the resources, connections, and education they need to provide the highest level of service to their clients. 23,000 members rely on NATP to deliver professional connections, content expertise, and advocacy that provides them with the support they need to best serve their clients. The NATP headquarters is located in Appleton, WI. To learn more, visit www.natptax.com.

What You Do

The professional development coordinator coordinates the operational and administrative aspects of online education and the credentialing programs, while also providing support to in-person education on an as needed basis. The coordinator is responsible for supporting the implementation and maintenance of established procedures to ensure compliance, uphold standards, and support continuous improvement efforts within the online education and credentialing processes. Under the guidance of the Director of Professional Development, the individual also coordinates the credential maintenance or renewal process, including continuing education audits.

These duties are not meant to be all-inclusive, and other duties may be assigned.

- Ambassador of NATP Values – Excellence, Respect, Inclusion and Belonging, Passion
- Support assigned professional development programs, events, services or resources.
- Upload and organize online courses, modules, and other offerings in the LMS platform; create and manage user accounts, assign roles in applicable systems (e.g., learners, instructors), and handle permissions.
- Coordinate identified internal/external resources for course design and development and under the guidance of the Director of Professional Development, ensure that external contractors are equipped with the required resources to successfully complete course development.
- Coordinate the credentialing process and awarding of continuing education credits, badges, and/or certificates.
- Assist with logistics and delivery of online, virtual, and in-person events and workshops.
- In coordination with the Director of Professional Development, identify trends in online learning and make recommendations to the team on best trends to adopt.
- Generate reports on learner progress, course completion, CPE earned, and credential renewal rates, providing requested insights as applicable.
- Coordinate credentialing processes, including maintenance procedures, appeals, and CE audits.

What You Bring

- Bachelor's or associate degree is preferred.
- Association or continuing education experience is preferred.
- Excellent organizational, project coordination and problem-solving skills.
- Strong verbal and written communication skills, along with customer service.
- High attention to accuracy and detail.
- Ability to handle multiple projects simultaneously and solve problems.
- Ability to create timelines and meet goals and deadlines.
- Self-motivation and ability to work both independently and in a team environment.
- An interest in learning and curiosity.
- Experience with Microsoft Office products is required, LMS experience is a plus.

Work Environment

Work is performed in an office or home office environment with minimal exposure to injury. Routinely using basic office equipment including phone and computer are essential. Work hours are normally Monday through Friday and will usually average 40 hours per week. Extended evening and weekend work may occur occasionally to meet the needs of the business. Telecommuting is an option.

Wage Range \$23.00-\$28.00 per hour

Benefits

- 3 medical plan options with employer H.S.A contribution
- Dental and vision insurance
- Dependent care & medical flexible spending account
- Paid basic life insurance + voluntary life options
- Accident, hospital & critical illness
- 401(k) with employer match
- 13 paid holidays
- Paid Time Off (PTO) + Birthday PTO + Volunteer Time Off
- Flexible work arrangement
- Employee Assistance Program
- Short-term and long-term disability
- Tuition and certification support

The National Association of Tax Professionals (NATP) is an Equal Opportunity Employer. The policy of NATP is to extend opportunities to qualified applicants and staff on an equal basis regardless of an individual's race, color, gender, age, national origin, religion, citizenship status, marital status, sexual orientation, gender identity, transgender status, physical or mental disability, protected veteran status, genetic information, pregnancy, or any other categories protected by applicable federal, state or local laws.

NATP is an equal opportunity employer (Minority/Female/Disabled/Veteran)

If you require a reasonable accommodation as part of the application process, please contact HR at HRD@natptax.com.

