



CERTIFIED FINANCIAL PLANNER BOARD OF STANDARDS, INC.

Administrator, Examinations

Certified Financial Planner Board of Standards (“CFP Board”) – headquartered in Washington, D.C. – is the certifying body for financial planning professionals. It is a non-profit organization that fosters professional standards in personal financial planning through its setting and enforcement of the education, examination, experience, ethics, and other requirements for the CFP® certification.

CFP Board seeks a highly motivated team player to serve as Administrator, Examinations to assist with the administration, development, and reporting for the CFP® certification examination.

Essential Functions:

- Assists candidates with testing/exam processes such as withdrawals, refunds, special requests/needs, and promotional offers
- Develops draft content for webinars, agendas, and relevant materials for Exam meetings
- Creates and manages information dashboards for Exam functions, ensuring timely and accurate information is provided
- Monitors examination email and phone inquiries; provides accurate and timely responses to CFP® exam candidates
- Monitors registration activities, calendars and runs regular reports and updates for departmental review
- Conducts the initial review of all testing accommodation requests
- Conducts quality control checks of examination documentation and data files, interfacing as necessary with IT staff
- Provides 2nd tier support to Stakeholder Services by responding to non-routine inquiries related to the CFP® examination
- Provides relevant examination feedback reports to Manager and Director of Examinations.
- Leads the scheduling and implementation of the CFP Exam Experience webinars
- Works with the Examination Manager to identify volunteers for Item Writing Workshops and exam reviews; maintains a current volunteer database
- Collaborates with the meetings staff to schedule and oversee the logistics of Exam meetings including Council on Examinations, Item Writing, Exam Review, and other relevant meetings
- Provides support and participates, as required, in Examinations meetings including Council, Committee, Task Force, and Item Writing sessions
- Works closely with the examinations team to develop and monitor project management, schedules, and action plans for Exam program activities
- Collaborates with other departments, as directed, on exam-related activities and projects
- Performs other duties as assigned

Background/Skills/Abilities Preferred

- Bachelor's degree in psychology or other related discipline
- Knowledge of certification/testing industry standards
- 3+ years of relevant professional experience, to include experience in education and certification program/project coordination
- Adherence to strict confidentiality policies
- Strong customer service focus
- Excellent written and verbal communication
- Attention to detail and focus on accuracy
- Ability to prioritize and manage multiple projects simultaneously, and follow through on issues in a timely manner
- Proficiency with MS Office (Outlook, Excel, Word, PowerPoint)
- Experience with association management systems (AMS) or similar databases
- Strong problem-solving and analytical skills

To apply, send your resume and one-page letter summarizing your interest, qualifications and salary expectations. Please reference the Administrator, Examinations position in your cover letter. Email your application to humanresources@cfpboard.org, Attention: Director, Human Resources, CFP Board, 1425 K Street NW, Suite 800, Washington, DC 20005.

CFP Board believes that diversity of experience and perspective are strengths and seeks to continue to grow a highly committed, skilled and collaborative staff.