



DOCUMENTATION SPECIALIST

Educational Perspectives, nfp

Location

Chicago, IL

Position Level

Entry Level

Employment Type

Full-Time

On-Site or Remote

On-Site

Position Type

Salary (exempt)

Submission Deadline

Open until filled

About EP:

Educational Perspectives (EP) is a not-for-profit international education research organization in the heart of Chicago. EP is dedicated to helping individuals have their international education recognized in the United States. We provide credential evaluation, certification, and translation services for purposes of admission to higher education, immigration, employment, and licensure in a profession.

Summary of Position:

This position and all its components are dedicated to reviewing incoming foreign official academic credentials and assessing whether they meet our documentation requirements. In addition, the Documentation Specialist may also assess the authenticity of received records by contacting academic institutions abroad and foreign ministries of education or other academic authorities. The Documentation Specialist also corresponds with applicants via telephone and e-mail regarding both general and documentation-specific inquiries.

Duties and Responsibilities:

- Reviewing inbound academic credentials for authenticity and assessing whether our documentation requirements have been met or if further documentation is required.
- Verify academic records by contacting issuing academic institutions abroad, or ministries of education or other academic authorities in the region where the credentials are from.
- Prepare and archive customer case files both digitally and physically, as well as keeping our complex archival system up to date in accordance with our retention policy.
- Maintain the integrity of our Customer Relationship Management (CRM) platform by accurately entering customer data as well as notes specific to each case file.
- Providing administrative and clerical support to the different teams involved in the customer experience.
- Communicating directly with prospective and existing customers and institutional clients via telephone, e-mail, and, on occasion, in-person.
- Other duties as assigned.

The Ideal Candidate:

- Has excellent verbal and written communication skills.
- Possesses innate analytical skills and an acute attention to detail.
- Is tolerant and patient in communicating with those who speak English as a second language.
- Can be flexible to adjust to dynamic workflows without regard to application volume, including working extended periods at a workstation as well as beyond office hours, when necessary.
- Has an interest in international education, personal energy, and enthusiasm.
- Has some working knowledge of Microsoft Office products.

Qualifications:

- U.S. bachelor's degree, or equivalent.
- Some general office experience, preferred.

What We Offer:

- Company-sponsored Medical, dental, and Long-Term Disability (LTD), and company-paid vision and life insurances.
- 403(b) retirement plan.
- Competitive compensation and Paid Time Off (PTO) program.
- Flexible schedules.

NOTE:

Resumes and cover letters may be sent to hr@edperspective.org

Compensation is commensurate with relative experience and transferrable skills.

Applicants must have legal authorization to accept employment in the United States. Educational Perspectives cannot currently sponsor H1-b visas.

Educational Perspectives provides equal employment opportunity to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristics protected by federal, state, or local law.

Covid-19 Considerations: Educational Perspectives is currently not accepting walk-in customers to our office due to COVID-19. Staff are required to be fully vaccinated, continue to socially distance as much as possible, and practice good hygiene.