



New Mexico Credentialing Board

Behavioral Health Professionals

Job Title: Assistant Certification Specialist

Organization: New Mexico Credentialing Board for Behavioral Health Professionals (NMCBBHP)

Location: (Remote)

Employment Type: Full -Time

Rate: \$30.00/hr. – 40hrs/week

About NMCBBHP

The New Mexico Credentialing Board for Behavioral Health Professionals (NMCBBHP) is a proud community of Behavioral Health Professionals.

We are dedicated to the certification of Prevention Professionals, Alcohol and Drug Counselors, Clinical Supervisors, Peer Support Workers, Family Peer Support Workers, Youth Peer Support Specialists and Wrap Facilitators in the State of New Mexico. Collaborating with our partners and peers, we work to ensure the highest certification standards are met.

Position Summary

The Assistant Certification Specialist supports the Certification Specialist in helping candidates navigate the certification and recertification process for multiple behavioral health and peer support credentials. This role provides administrative and technical support, assists candidates through credentialing workflows, monitors exam activity, ensure accuracy of documentation, and contributes to efficient credentialing operations.

This position supports work related to the following credentials:

- Certified Alcohol and Drug Counselor (CADC)
- Certified Family Peer Support Worker (CFPSW)
- Certified Peer Support Worker (CPSW)
- Certified Wraparound Facilitator (CWF)
- Certified Youth Peer Support Specialist (CYPSS)
- Senior Certified Prevention Specialist (SCPS)
- Certified Prevention Specialist (CPS)
- Certified Prevention Intern (CPI)
- Certified Supervisor (CS)

Key Responsibilities

Candidate Support

- Respond to candidate inquiries via phone and email.
- Assist candidates with creating and navigating Certemy accounts.
- Provide general guidance on certification and recertification requirements and direct candidates to appropriate resources.

Exam Coordination Support with Certification Specialist

- Monitor exam scheduling, progress, and result updates across Prometric/SMT, NMSU On Demand, and related platforms.

- Provide candidates with exam information under guidance from the Certification Specialist.
- Submit and track technical issue requests with exam vendors.

Workflow and Documentation Assistance

- Support candidates in completing Certemy workflow steps by answering questions and assisting with document uploads.
- Review candidate submissions for completeness and flag issues for the Certification Specialist.
- Prepare files, summaries, and verification packets for review.

Platform Monitoring & Reporting (Certemy, NMSU On Demand, Prometric etc.)

- Monitor platform reports to identify candidates needing follow-up or additional assistance.
- Assist in preparing monthly certification and exam reports, including exam totals and pass/fail data.
- Support special reporting and audit tasks as needed.

Interagency Coordination Support

- Assist with communication between NMCBBHP and partner agencies such as IC&RC, CYFD, OPRE, and NMSU.
- Submit workflow or technical issue notifications to partner platforms and track resolutions.

Reciprocity Processing Assistance

- Assist with processing incoming and outgoing reciprocity requests for CS, CPS and CADC candidates.
- Help verify documentation and prepare forms for review by the Certification Specialist.

Ethics Violations

- Assist with receiving, logging, and organizing ethics complaints submitted to NMCBBHP.
- Prepare and forward documentation to the appropriate review committee for evaluation.
- Track timelines, required actions, and outcomes related to ethics investigations.
- Assist Certification Specialist with certification records and communicate required next steps based on Board decisions.

CEU Provider Registration and Processing – Candidate Support

- Respond to provider inquiries.
- Assist providers with CEU registration requirements and the submission process.
- Update and maintain provider information in the CEU Provider Tracker.

Qualifications

- Experience in administrative support, credentialing, licensing, or related fields preferred.
- Strong communication and customer service skills.
- High attention to detail and ability to manage multiple tasks with accuracy.
- Experience with online credentialing or data-tracking systems (Certemy or similar) is a plus. Holding a current up-to date NMCBBHP Credential is a plus
- Ability to work independently and collaboratively within a multi-agency environment.

Why Join NMCBBHP?

- Opportunity to support behavioral health workforce development across New Mexico.
- Collaborative and mission-driven work environment.
- Training and professional development provided in credentialing systems and regulatory processes.

How to Apply

Interested applicants should submit:

- Resume
- Cover letter
- Three professional references

Submit materials to: info@nmcbbhp.org