

NOWRA Position Description

Education & Program Support Specialist

Organization	National Onsite Wastewater Recycling Association (NOWRA)
Funding Source	USDA Rural Development Grant (one year with an extension subject to continued grant funding)
Term	October 1, 2026 – September 30, 2027 (one year with an extension subject to continued grant funding)
Location	Remote, with travel required for selected training and technical assistance events
Position Type	Full Time / Part-time
Reports To	NOWRA Grants Director/ Program Manager

Job Background

NOWRA's Technical Assistance and Training (TAT) program is dedicated to addressing sanitation challenges in rural communities that rely on onsite and decentralized wastewater infrastructure.

The project's primary purpose is to identify, diagnose, and resolve water and waste disposal problems in rural areas where centralized sewer systems are unavailable or financially unfeasible.

Through expert technical guidance and training, NOWRA aims to help communities move from regulatory non-compliance or system failure toward long-term sustainability and sanitation security.

Job Summary

The Education & Program Support Specialist provides combined administrative, educational, and logistical coordination for NOWRA's USDA Technical Assistance and Training (TAT) Grant initiative. Working under the direction of the Grants Director and the Program Manager, this role supports training delivery, Learning Management System (LMS) administration, state CEU regulatory tracking, meeting logistics, sub-award documentation, and routine data collection across NOWRA's national grant activities.

Key Responsibilities

1. Webinar Coordination & LMS Administration

- Learning Management System Support: Plan, coordinate, and support the delivery of bi-monthly webinars and online courses through NOWRA's learning management platform.
- Content & Presenter Coordination: Collaborate with technical consultants and program leadership to prepare, organize, and format high-quality webinar training content.

- Participant Support: Respond professionally to attendee inquiries regarding webinar registration, access, platform troubleshooting, and completion certificates.

2. State Regulatory Approvals & CEU Tracking

- State Course Approvals: Research state continuing education requirements and submit NOWRA webinar and workshop courses to state licensing boards and regulatory agencies for Continuing Education Unit (CEU) approval.
- Compliance & Documentation: Maintain accurate records of approved CEU hours by state, issue completion certificates, and fulfill state-specific reporting mandates.

3. In-Person & Affiliate Training Logistics

- Affiliate Partnerships: Coordinate with state affiliates to schedule, promote, and distribute 'Workshop in a Box' materials and training packets for local events.
- Event Support: Assist trainers and leadership with workshop preparation, materials coordination, and logistical support during in-person events and calibration courses.

4. Grant Operations, Administrative & Data Support

- General Administrative Support: Maintain organized digital grant files, community project folders, contact databases, and sub-award documentation.
- Meeting & Communication Coordination: Schedule and coordinate internal team meetings, affiliate updates, and advisory group discussions.
- Data Entry & Report Assembly: Assist in collecting quarterly data, survey results, and activity logs from state affiliate TA Professionals; format and proofread administrative reports and draft grant documentation.

Qualifications - Education & Experience

Education: High school diploma or GED required; Associate's or Bachelor's degree in Education, Business Administration, Environmental Science, Communications, or a related field preferred. Relevant practical experience in training administration, customer service, or grant support may substitute for formal degree requirements.

Required Experience & Skills:

- 2+ years of experience in educational coordination, program support, administrative administration, or customer service (experience with non-profits or grant-funded programs is highly valued).
- Proficiency with standard office technology and learning platforms (Microsoft Office 365, Zoom, cloud storage, spreadsheets, and LMS/webinar platforms).
- Strong organizational and time management skills, with strict attention to detail and ability to handle detailed regulatory paperwork.
- Exceptional written and verbal communication skills for professional interaction with regulators, affiliate leaders, attendees, and contractors.

- Ability to work productively and independently in a 100% remote work environment.

Preferred Qualifications:

- Familiarity with the onsite/decentralized wastewater industry, environmental health, or civil engineering.
- Experience navigating state-level continuing education frameworks, licensing boards, or credentialing agencies.

Compensation and Contact

NOWRA offers a competitive salary and comprehensive benefits package, including health insurance, retirement plans, paid leave, and opportunities for professional growth.

For more information on this position please contact Sara Heger at sfheger@gmail.com or Vern Steel at vernsteel@gmail.com.

Tom Groves - tgroves@nowra.org