

JOB DESCRIPTION

TITLE: Communications Associate **NON-EXEMPT**

REPORTS TO: Director of Communications

FUNCTION: Contributes to communications functions and informational activities of the Society. Primary responsibility is production of The Reporter and contribution to the ASHI Website, while also supporting publication of newsletters, and marketing and promotional materials, both print and electronic. Also responsible for duties outlined below as well as other duties as assigned.

DUTIES AND RESPONSIBILITIES:

1. Annual conference activities
 - a. Assist with conference promotion and marketing communications
 - b. Other duties as directed
2. Assist Communications Director with Committee activities
 - a. Standards of Practice
 - b. Technical
 - c. Public Relations
 - d. Board & COR (Print materials)
3. Customer service duties as assigned
 - a. Phones, voicemail, email, faxing
4. Membership Programs
 - a. Production and design of Society's communications, including, Annual Directory, Resource catalog, Standards of Practice, and others as necessary.
 - b. Obtain data from database for mailing and for publishing.
 - c. Maintain catalog/directory of all Society publications
5. Membership Issues
 - a. Conduct Business Operations Study every two years (w/Marketing Director)
 - b. Conduct Membership Opinion Survey every three years (w/Marketing Director)
6. Office management
 - a. Offer additional services to staff and leadership as necessary
 - b. Attend staff meetings
 - c. Contribute to Staff-To-Do-List & Agendas
 - d. Complete monthly timesheets
7. Continue professional development
 - a. Maintain skills in existing desktop publishing environment
 - b. Master new programs as need arises
8. Participate in planning, production and distribution of Society's newsletter
 - a. Solicit appropriate editorial content from members, candidates, staff, and others.
 - b. Place ads and copy in template w/ editor and designer
 - c. Work with advertisers for timely and useable ad submission
 - d. Copyedit and proof

e. Other duties as required or requested

9. Web site

- a. Site maintenance and copy updates as requested by staff and membership
- b. Recommend, implement and maintain site design and operation
- c. Monitor Discussion Boards and manage according to policy

SKILLS:

- Desktop publishing experience (Quark)
- Production experience (incl: scanning software, Photoshop, Illustrator, etc)
- Magazine Program Management
- Mac and PC proficient
- Sensitivity to member's needs and skill levels
- Excellent written and verbal communications skills
- Work within standards of ethical business practice
- Capable of establishing priorities
- Proven accuracy and attention to detail
- Willingness to learn

JOB DESCRIPTION

TITLE: Director of Fulfillment & Operations **EXEMPT**

REPORTS TO: Director of Finance & Administration/HR

DEPARTMENT: Administration & Accounting

FUNCTION: Responsible for the Society's mail room activities, inventory management, building management and order fulfillment. Also responsible for duties outlined below as well as other duties as assigned.

DUTIES & RESPONSIBILITIES:

2. Board/Committee Issues
 - a. reproduce and compile materials for Board Books
 - b. handle distribution to BOD, COR, Guests, Staff, extras
 - c. assist in distribution of materials to various committees, COR

4. Customer Service activities
 - a. handle incoming calls & voicemail
 - b. handle requests for consumer information
 - c. copying, faxing, mail, email

7. Financial Issues
 - a. Maintain fixed assets program w/Director of Finance & Administration/HR
 - b. Enter all sales orders into database and process payments

9. Human Resources
 - a. supervise Administrative Assistant (part-time)

11. Member Programs
 - a. Manage & implement the ASHI booth rental program

15. Office management
 - a. handle all incoming and outgoing mail
 - b. deliver outgoing mail to post office daily
 - c. maintain mail center & storage areas
 - d. order office & kitchen supplies
 - e. manage & maintain all office equipment & supplies
 - f. handle all incoming and outgoing shipments
 - g. process large printing & copy jobs
 - h. attend staff and director meetings
 - i. operate postage meter
 - j. train staff in operation of mail/copy room equipment
 - k. responsible for maintenance & service calls for equipment
 - l. manual labor for misc. projects as assigned
 - m. report preparation of department charges for postage and copies
 - n. preparation & distribution of Board books w/Asst. Ex. Dir.
 - o. complete monthly timesheets
 - p. contribute to Staff-To-Do-List & Agendas
 - q. maintain kitchen (back-up)

16. Attend professional development programs
17. Publications & Inventory Management
 - a. fulfill publication & apparel orders
 - b. manage inventory (in-house & CopyCo)
 - c. perform quarterly inventory counts
 - d. maintain and process all printing orders
 - e. unpacks and stores all incoming materials
23. ASHI Website
 - a. keep product info & pricing current on website

SKILLS:

- Working knowledge of computers in a Windows environment and database skills
- Demonstrates excellent oral and written communication skills
- Proven accuracy and attention to detail
- Must be able to function as part of a team
- Maintains professional and positive demeanor
- Good typing skills
- Must be able to lift at least 40-50 lbs and perform physical labor

JOB DESCRIPTION

TITLE: Executive Assistant **NON-EXEMPT**

REPORTS TO: Executive Director

FUNCTION: Provides administrative support to the Executive Director, President and President-Elect. Additional support for other staff directors as necessary. Areas of coverage include Board of Directors meetings, policies and procedures of the Society, and general bookkeeping assistance. Also responsible for duties outlined below as well as other duties as assigned.

DUTIES AND RESPONSIBILITIES:

1. Annual Conference Activities
 - a. write session moderators/conference chair's script
 - b. handle full preparation of society's Annual Meeting

2. Committee & Board Liaison
 - a. Assist ED and President in Board Meeting Preparation
 1. notify all committees of agenda deadline (30 days out)
 2. collect/compile all reports, motions, etc.
 3. oversee book and other material production
 4. oversee distribution to Board, COR, Guests, Staff, Committee Chairs, extras
 5. assist with meeting logistics and room reservations
 6. attend meeting, take minutes, distribute, maintain
 7. maintain and distribute Policy & Procedures Manual following each meeting
 - b. Assist with other committee activities as requested.

4. Customer Service Activities
 - a. phone/fax/mail/email
 - b. assist Executive Director in phone/fax/mail/email activities
 - c. assist in other customer service activities as assigned

7. Financial
 - a. assist Director of Finance & Administration/HR as requested with bookkeeping
 - processing receivables/post batches
 - cash and check deposits
 - allocate and process payables
 - billings and credit
 - b. backup for Director of Finance & Administration/HR
 - c. handle A/P filing on a weekly basis
 - d. handle collections on NSF checks

10. Leadership Assistance
 - a. provide administrative support to President and President Elect as necessary (correspondence, travel arrangements, etc.)
 - b. assist in committee structure issues (call for volunteers, evaluations, conference call set-up, maintain leadership rosters)
 - c. provide administrative support to Executive Director (correspondence, travel arrangements, etc.)

- d. maintain annual workplan and Strategic Plan
- e. other duties as requested

11. Member Programs

- a. be familiar with all member programs (contact information, parameters)
- b. manage Society's Awards & Recognition Program
distribute/compile/process Monahan Award Nominations;
distribute/compile/process Cox Award Nominations
- c. Award processing, Plaque production, post activities
recognition plaques and certificates for volunteer leaders

12. Member Records

- a. assist in data entry as requested

16. Office Management

- a. attend staff meetings
- b. contribute to Staff-To-Do-List & Agendas
- c. complete monthly timesheets

21. Miscellaneous issues as assigned

SKILLS:

- * Strong knowledge of computers in a windows environment
- * Excellent oral and written communication skills
- * Ability to handle the demands of various personality types
- * Maintain strong professional and positive demeanor
- * Excellent typing skills
- * Proven accuracy and attention to detail
- * Understanding of financial bookkeeping

JOB DESCRIPTION

TITLE: Director of Compliance **EXEMPT**

REPORTS TO: Assistant Executive Director

FUNCTION: To oversee and direct all activities of the ASHI Complaints Programs in strict accordance with all Policies and Procedures of the Society. Has final responsibility for determining appropriate processing on all complaints. Provides ongoing guidance to the Membership on avoidance of complaint actions as well as advice on compliance with the Society's Code of Ethics and Standards of Practice. Is solely responsible for all administrative and program responsibilities outlined below as well as all other duties required.

DUTIES AND RESPONSIBILITIES:

2. Serve as liaison or chair to selected committees: advise members, attend meetings, prepare reports.
 - a. Standards of Practice
(includes all RFI activity for Standards and Ethics and modification activity)
 - b. CEPP (Serve as Chair)
 - c. CACC (Serve as Chair)

3. Direct Complaint Program
 - a. Screen all matters referred to ASHI alleging violations of policies, Standards of Practice, Code of Ethics, etc.
 - b. Determine appropriate course of action on complaint investigation and area of alleged violation.
 - c. Respond to complainant upon ASHI's receipt of complaint and prescribed procedures to be followed.
 - d. Work with appropriate committee to process complaint accordingly
 - e. Work with Special Hearing Panel when necessary
 - f. Consultation with ASHI Legal Counsel on various
 - g. Maintain confidential filing of all complaints
 - h. Maintain all administrative aspects of complaint processing

4. Customer service activities
 - a. phone/fax/email

6. ASHI Standards & Ethics Examination
 - a. Monitor and recommend content modifications as necessary via Standards Committee input
 - b. Oversee exam administration and make changes as necessary

11. Membership Programs
 - a. Provide ongoing guidance for compliance with Standards and Ethics
 - b. Prepare periodic training materials concerning the basis for enforcement decisions.

15. Office Management
 - a. Attend staff & director meetings
 - b. Complete monthly timesheets

c. Contribute to Staff-To-Do-List & Agendas

18. The Reporter
 - a. Provide complaint program updates for publication
 - b. Provide input on other items as necessary.

19. Public Relations
 - a. Provide input on pertinent areas for PR efforts
 - b. Act as Society Spokesperson on policies, Standards and Ethics compliance matters

SKILLS:

- * Minimum five years experience as full-time home inspector
- * Minimum five years experience as full ASHI Member or Retired Member
- * Maintains professional and positive demeanor with all audiences
- * Possess exceptional administration and organizational skills
- * Possess exceptional knowledge of applicable policies and procedures
- * Ability to utilize Access database and Microsoft Office software programs
- * Works within the standards of ethical business practice
- * Demonstrates excellent oral and written communication skills

JOB DESCRIPTION

TITLE: Director of IT (Information Technologies) **EXEMPT**

REPORTS TO: Director of Finance & Administration/HR

DEPARTMENT: Accounting & Administration

FUNCTION: Oversight, administration, planning, maintenance and management of all aspects of information technology systems: hardware, software, equipment, email, database, website, data/modem lines, connectivity, network, etc. Responsible for development of IT budget and for purchasing of all IT related items. Acts as liaison for outside hardware and software vendors. Works with Membership Administrator to develop database queries and reports as needed by staff.

DUTIES:

4. Customer/Member Service Activities
 - a. Phone/voicemail/fax/email
 - b. Photocopying/filing/printing/mail

7. Financial Issues
 - a. Provide input for IT budget
 - b. Monitor IT purchases for budget compliance

11. Assist in membership communications
 - a. handle all data aspects of the annual ASHI Membership Directory

12. Manage membership and non-member database records
 - a. provide monthly electronic Membership updates to selected Society suppliers
 - b. develop database queries and reports as requested by staff
 - c. modify existing database and/or create a new Access-driven database for the Society
 - d. assist Membership Administrator with annual dues billing process

9. Office Management
 - a. attend staff & director meetings
 - b. complete monthly timesheets
 - c. contribute to Staff-To-Do-List & meeting Agendas

15. Attend professional development programs
 - a. Master new technical skills (software, hardware, network, website, programming, etc.) on an ongoing basis to stay on top of technological advancements

16. Assist management with other duties as requested

23. Website

- a. update and maintain content on ashi.org and inspectionworld.org websites
 - b. act as technical liaison with outside website host vendor; long-term goal to host website in-house
24. Technical support/system hardware and software
- a. maintain and troubleshoot PC's, network, software, email, DSL line, hardware, equipment, database, etc.
 - b. liaison to software and hardware vendors
 - c. train and advise new and existing staff on system operation, software programs and hardware
 - d. Make recommendations for system improvements
 - d. Maintain functional backup system; take backup tapes to outside storage facility weekly
 - e. Maintain PC rotation schedule
 - f. Purchase hardware and software as necessary
 - g. Act as liaison with outside email vendor; long-term goal to host email in-house

SKILLS:

- Advanced level of technical knowledge and abilities with computer hardware, software applications, networks, etc. in a Windows environment
- Access programmer
- HTML programmer
- Proven data input accuracy and attention to detail
- Excellent typing skills
- Demonstrates excellent oral and written communication skills
- Maintains professional and positive demeanor
- Must be able to function as part of a team
- Willingness and flexibility to work overtimes as necessary