 POSITION TITLE: Program Assistant
DIVISION: Personal Membership Groups
REPORTS TO: Executive Director/Society Manager
SUPERVISES: N/A

SUMMARY:

The Program Assistant is responsible for correctly completing administrative tasks associated with the implementation of customer service, marketing and administration services. These functions include: coordinating collection of articles for and production of the member newsletter; running the awards programs; supporting the annual conference and participating in planning activities; contributing to the creation and production of recruiting and program-specific brochures; and assisting in maintaining the Society’s web site. The Program Assistant will monitor a budget for the newsletter and other projects, as assigned, and report variations to the Executive Director.

The position requires excellent organizational and communication skills; the ability to manage multiple priorities effectively; attention to detail; proficiency in the use and application of Microsoft Office products; experience working with database applications; ability to work within a team; and strong customer service skills.

- This position will serve as a knowledgeable resource to members, leadership, and staff, and for supporting leadership in governance, sponsorship, education and other Society functions.
- This position acts as the staff point person to the Recognition Committee, and coordinates editorial (reviewing content, recommending format changes and proofreading) and production functions related to the Publications Committee.
- The Program Assistant, in coordination with the Executive Director and contracted meeting planning personnel, ensures that meeting and rooming logistics, program content, speaker contracts, on-site registration and support functions, and all other aspects of conducting the annual conference is completed in a thorough and timely manner.
- The Program Assistant is responsible for the timely updating and maintenance of content and links contained in the Society website.
- This position receives direction from the Executive Director.

ESSENTIAL FUNCTIONS:

- Responsible for producing quarterly newsletter—securing articles and information from leadership and outside sources; writing brief recruitment and retention articles; proofreading submissions; working with print, fulfillment services and technical staff on distributing hard and electronic copies.

- Acts as staff point person for ensuring that articles for submission to four outside publications are assigned to volunteers, collected in a timely manner, proofread, and submitted to appropriate venues by deadline as noted on the Society’s editorial calendar.

- Recommend to the Executive Director ideas and content for marketing and communication materials, and coordinate production and fulfillment activities.

- Support the membership recruiting and retention process – by monitoring contents of new member and prospect packets to ensure current information is disseminated; assisting in the maintenance of the membership and prospect database through data entry; representing the Society during meetings and events sponsored by outside organizations; and other activities that promote the Society to the public and prospective members.

- Serve as staff point person for the activities of the society’s Recognition Committee. Update awards
applications and selection process materials in keeping with the Committee's directives. Prepare and distribute applications to chapters, members and other interested individuals; prepare completed scholarship applications for committee review; oversee the production of plaques and certificates; assist committees and Executive Director in collection and distribution of sponsored prize monies.

- Support leadership efforts to secure sponsorship funding by maintaining up-to-date sponsor opportunity information, and assist in program administration by fulfilling requests for information and creating and sending out sponsor invoices.

- Coordinate the creation of brochure copy and publication of the proceedings manual: Assist Executive Director and service center in the timely collection of program content (including speaker outlines and bios), A/V and release forms. Maintain speaker and sponsor database. Coordinate the evaluation process for conference attendees. Provide other in-house and on-site support and project direction to ensure a successful annual conference.

- Collect content and post it to the web site; research and embed links and other documents to the site, as approved by the Executive Director; support members attempting to access and use site; and monitor the site’s functionality and work with IST staff to resolve problems, as needed. Responsible for working with the division web team to ensure web strategies are being executed.

- Serve as point person for chapters, by coordinating communications between the national and local organizations, fulfilling requests for information and materials, and maintaining chapter records.

- Responsible for processing the necessary paperwork to obtain and track continuing education credits/units for all appropriate educational venues.

- Provide administrative support to the executive director, board of directors and committee leadership, including: assisting in timely and correct communication and customer service functions; oversight of Society’s electronic and paper file systems; maintaining office supplies; collecting and distributing all board and committee communications/agenda materials; preparing special project board reports; and other general administrative tasks as required.

QUALIFICATIONS:

- Candidate must have at least three years experience as an administrative assistant with project management responsibilities.

- Individual must be highly organized, able to juggle multiple tasks simultaneously and possess excellent communication skills.

- Association experience and/or formal customer service training a plus.

- Ability to travel to out-of-town meetings.

- Solid working knowledge of computer systems and proficiency in Microsoft Office products is required.

- Experience in web site maintenance, PageMaker (or similar desktop publishing software) and/or Adobe Photoshop, a plus.