

## **DRAFT Document**

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

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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 paper work 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.