

## **Position: Association Administrator [“AA”]**

Center for Association Management, Inc. (“CAMI”) provides management services to nonprofit business and trade associations. The position of Association Administrator (“AA”), in turn, provides general office support and client relations and project assistance to CAMI-employed Association Managers (“AM’s”) and general office support, facilitating smooth operations and working towards the advancement of the client-associations CAMI serves. The AA is expected to be familiar with her/his assigned client-associations’ deadlines, policies, practices, procedures and protocols. This should enable the AA to respond independently, quickly, and effectively to email and phone inquiries regarding a wide range of day-to-day, regularly recurring, project and other client and business needs and situations that require CAMI’s response. These would include, for example: association membership questions; meeting and event schedules; program protocols and other details; and services that CAMI performs for its client-associations. This would also include the AA’s quick and well reasoned evaluation of whether and when other personnel from CAMI, such as the appropriate Account Manager (“AM”) or CAMI President, should be informed of developments, or to consider becoming involved in the decision-making process to solve emergent problems.

The AA position requires the flexibility to accommodate early and late (before 8:30 a.m. and after 5:00 p.m.) client-association-related meetings. It also requires the ability for the AA to get to and staff off-site meetings and conferences.

The AA reports to the assigned AM and the CAMI President. The following list of tasks represents tasks that the AA could, and will, be expected to perform throughout any given day.

### **Regular Tasks:**

#### **General/Admin**

- Record and enter daily timesheet
- Answer phones:
  - Handle general inquiries for all clients, in-depth inquiries for “your” clients
- Liaise/communicate with CAMI client-associations’ Board, officers such as the president and representatives and agents such as technical advisors and legal counsel, Committees, National/International Headquarters and their own account manager(s)
- Distribute incoming mail/process outgoing mail
- Read/reply to emails
- Filing (Paper & Electronic)
  - Organize historical information
  - Keep files up to date according to the client-associations’ respective records retention policies and other policies from bylaws and other authority, as applicable
- Scan/ Copy documents through Konica copier or other designated equipment/services
- Fax documents
- Order office supplies
  - Through WB Mason, Staples, etc.
  - Maintain inventory of client-specific supplies
- Maintain general knowledge of CAMI/ client vendors
- Maintain office environment & equipment
  - Filing copier/fax paper,
  - General cleaning/organizing
- Inform AA’s immediate supervisor of problems, client-associations’ requests or questions needing quick responses, or other developments that good judgement, and/or “best practices”, require be communicated to the AA’s immediate supervisor or other management

**Meeting Support for Client-Associations:**

- Create/proof meeting notices and email promotions
- Create social media schedule, posts, graphics,
- Execute social media schedule via Twitter, LinkedIn, Facebook, Instagram
- Meeting registrations:
  - Via FileMaker, Cvent, or other client-specific method
- Meeting reconciliation:
  - Entering no-shows, walk-ins, onsite payments, unpack and file meeting materials, updating client-specific meeting files, and all other post-event reconciliation tasks
  - Analyze/record data as requested
- Attend meetings/on-site contact
  - Prepare meeting supplies/ materials
  - Manage meeting registration desk, handling onsite registrations and payments, general questions
  - Greet attendees/ speakers/ sponsors
  - Liaison with hotel/meeting venue staff
  - General knowledge of standard A/V equipment (LCD projector, laptop, microphone) and other equipment on site

**Financial Support for CAMI:**

- Process incoming payments
  - Enter payments into finance software (Peachtree, Quicken, or other client-specific method)
  - Process credit cards through Authorize.net, or other client-specific processor
  - Prepare and send receipts when needed
- Prepare invoices when needed
- Mail outgoing payments
  - Record payment on invoice, filing invoice
  - General knowledge of client-associations'-specific bill payment processes
- Prepare bank deposits
  - Stamp checks for deposit
  - Reconcile check total with deposit total in Finance software
  - Complete and proof bank deposit slip

**Board Support of CAMI's Client-Associations:**

- Provide committee/board meeting support
  - Participate in some committee activities and provide status reports
  - Taking meeting minutes may be required for some clients
  - Reserve/set up conference room
  - Order food
  - Be onsite contact for after-hours meetings held at CAMI
  - Clean up

## Member Communications for CAMI's Client-Associations

- Prepare mailings:
  - Including formatting labels and letters (in Word or FileMaker), merging/proofing, collating, folding, stuffing
  - Determine if quality of the product is acceptable
- Proofing/Formatting
  - Meeting Notices
  - Handouts/Presentations
  - Newsletters
  - Press Releases
  - Directories
  - Surveys
  - Blogs
  - Etc.
- Draft/send surveys
  - Via SurveyMonkey, Constant Contact, or other client-specific method
- Compile survey results
  - Downloading from online service or manual tallying when needed
- Format/send blogs or newsletters
  - Via Constant Contact, Word, Publisher, InDesign, or other client-specific program
- Website management & updates
  - Job postings
  - Meeting notices
  - General updates
  - Done through WordPress, SharePoint, or other client-specific program
- Social media accounts
  - Interaction with posts regularly
- Database management
  - Create/edit/maintain records and layouts in FileMaker, Symposia, or other client-specific program
  - Maintain records for membership, event attendance, sponsorship, etc.
- Inform AA's immediate supervisor of problems, client-associations' requests or questions needing quick responses, or other developments that good judgement, and/or "best practices", require be communicated to the AA's immediate supervisor or other management

**Tools/Software:**

- Internet
- WordPress
- Outlook/email
- Word
- Excel
- PowerPoint
- Adobe Acrobat
- FileMaker
- SharePoint
- Peachtree
- Quicken
- QuickBooks Online
- Authorize.net, PayPal, or other payment processor
- Constant Contact
- SurveyMonkey
- InDesign
- Cvent, Eventbrite, Wild Apricot, or other association management software
- Microsoft Publisher
- Timeslips
- Twitter
- LinkedIn
- Facebook
- Instagram
- Canva

**Desirable employee characteristics:**

- Detail orientated
- Quality minded
- Analytical
- Enjoys a fast-paced office
- Multi-tasker
- Patient
- Methodical
- Ability to work independently
- Prefers to work toward a group objective
- Problem solver
- Ability to work within set guidelines