



Job Description | **Account Manager**
Location: **Colorado-Based Position**

The Solution is an Association Management firm with clients that include state, national and international associations. We are looking for an additional team member that will be responsible for assisting one of our newest clients with administration and events. Incredible organizational skills, a great personality, and exceptional communication skills are a must. If you don't have them, please don't apply. We are a fun team of association management professionals, if the Scope of Work sounds like something you would love to do, we would welcome you with virtual open arms!

This is a full-time work-from-home position, mostly. You will have a client in Colorado that you will be responsible for commuting to in-person events. The starting salary range is \$40,000 - \$45,000 based on your experience and there is opportunity for growth and upward mobility in our company. We will give you a 10% bonus after six months and then bump your salary accordingly. We are looking for a champion and will treat you as such.

If you are interested in the responsibilities listed below, and if you are a self-motivated individual, please email your resume to Dot@TheSolutionWebsite.com by September 10th.

Scope of Work

Membership Management

- Maintain member database, track membership data
- Maintain website master calendar with events
- Execute membership engagement and retention policies and programs
- Maintain the website, including members only content and firewalls, and perform regular updates
- Manage relationship with website host provider and trouble shoot problems with website services
- Maintain daily operations: daily customer support, mail, email, phone calls, voice mail, orders, etc.
- Posting events or other content to social media. Integrate awareness of events, programs, and services through social media channels (Facebook, Twitter, LinkedIn, Insta) as needed in coordination with the Communication Committee
- Ad hoc communications with members/non-members
- Create marketing collateral, i.e., flyers for events or membership recruitment as requested (typically 1-2 times per year)

- Monthly membership reports to the board
- Setup and update membership notification emails (renewals, lapsed, etc.)
- Virtual setup and promote quarterly webinars and ad hoc town halls, as well as other association events (e.g., lunch-n-learns, etc)
- Liaise with educational speakers (obtain content, q/a and run-through if necessary) and technology monitoring of webinar and other virtual events
- Send biweekly e-newsletter (content developed elsewhere) to membership
- If not managed by the Board or Executive Director or other entity, and upon request by the Executive Director, solicit content for social media
- Administrate any voting of membership (including select voting-member only abilities) – typically annual voting of elections and awards
- Maintain prospective member database
- Engage with Executive Director on ideas, novel approaches, and strategies on growing or improving membership
- Engage regularly with Membership Committee (up to monthly)
- Maintain standard operating procedures (SOPs) or Knowledge Based Articles (KBAs) for membership administration
- Other duties as agreed upon

Academy/Taskforce/Committee Management

- Facilitate needs of volunteer leaders of Academies, Committees and Taskforces:
- Post events and create registration forms from volunteer leaders
- Communication of information and meetings to members and social media
- Post updates to master calendar
- Webpage updates
- Set up virtual meetings and calendar invites (e.g., Zoom account) for standing committees (6 academies, 5 standing committees, 2 taskforces – typically meet monthly or quarterly)
- Arrange meeting space if requested based on availability
- Create and support use of collaboration/storage/archiving (e.g., MyCommittee portals) for Board, and some academies/committees/taskforces.
- Membership staff person will attend one 1-hour membership and 1-hour communications committee meeting up to monthly to assist in strategy and include social media.

Meeting/Conference Management

Conference Management – 2 conferences

- Sourcing cities/venues (up to 3) and site inspections if required
- Development of conference budgets
- Venue contract for meeting space, hotels rooms / F&B / AV BEOs
- Attendee and sponsor/exhibitor registration (forms development, management)
- Speaker management (up to 30 speakers) including speaker contracts
- Conference app setup and updating
- Coordinate meeting room setups
- Setting up/attending planning Committee meetings for both Winter and Annual meetings
- Sponsor and Exhibitor communications and onsite management
- Exhibit kit
- Contract with show services if required
- Name badges and signage
- Conference promotion via communications (email, newsletter, and social media, with possible conference post card mailing)
- Conference website updates
- Production of conference program
- Onsite staffing (1 staff per 100 attendees) to help with registration desk staffing and liaise with venue staff
- Shipping of all materials (if applicable)
- Administer and collate post-conference survey evaluations
- Produce a post-conference report including final financials
- Coordinate the development of conference promotional items such as pens, bags, pad folios.
- Assist in coordination of pre-conference or post-conference events as applicable

Legislative Day/Day at the Capitol (1/2 day per year)

- Coordinate and support lobbyist as main planner and point-of-contact
- Email, website, and social media promotion
- Registration setup

- Help with venue communication and pricing

Executive/Board Services

- 6 in person board meetings/year and 6 virtual board meetings/year
- Assist with Annual Board Retreat preparation of materials and meeting space/technology (June)
- Arrange meeting space, set up audio/visual for board meetings, assistance with board materials as needed, sending calendar invites, order food/beverages
- Staff person will attend board meeting only if needed and can be billed
- Maintain and update electronic files of the Articles of Incorporation, Bylaws, and updates to Secretary of State
- Maintain annual contracts and budgets
- Manage call for board nominations and elections within the membership
- Assist with annual awards process (voting, ordering of awards, website updates)
- Execute votes in the membership (2 times per year – elections and awards)

Minimum Requirements:

- Must be a critical thinker.
- Must take initiative.
- Must be responsive.
- Must be capable of reviewing own work to minimize errors in dealing with others.
- Requires scheduling, informing others, presentation skills, self-confidence, meeting management, client relationships, written communication, promoting process improvement, decision making, administrative writing skills.

Knowledge/Skills/Abilities:

- Must be able to communicate effectively via all forms of media.
- Ability to work independently. This is a virtual position.
- Ability to analyze problems and identify solutions; shows flexibility and resourcefulness in approaching a typical problem.
- Ability to analyze and interpret information in both statistical and narrative form.
- Ability to handle multiple demands and projects with time management skills.
- Ability to use computer software applications for workflow management. Below is a list of software that this client is currently using. You don't need to know them now, but absolutely need to be able to learn software and not be afraid of technology.
 - o Microsoft Outlook, Word, Excel, PowerPoint
 - o MyCommittee
 - o Zen Desk
 - o Canva.com
 - o Survey Monkey
 - o Zoom
 - o Mail Chimp
 - o Vonage with text
- Strong written and verbal skills.

Work Environment and Physical Demands:

The employee must have a quiet space/office in their home that can be used as a workspace. You will be doing some video conference calls.

The employee, with assistance, must have a laptop and printer. This is an office position. Space is needed to do office work, store office supplies and collate items on occasion.

The employee must have reliable transportation to drive to in-person meetings and events.