



Title: Administrative Lead (1.0 FTE)

Reports to: Administrative Partner

The administrative lead is the lynchpin for Premier Choice's processes for the organization and its client base. This role acts as the right hand to the Administrative Partner by providing exceptional service to the PCAM team and its growing base of association management clients. This role successfully and expertly leads, manages, organizes, and executes organizational and administrative support activities in a fast paced, ever-changing environment.

Responsibilities:

1. Extensively and constantly coordinate, develop, and maintain administrative processes, programs, procedures, projects, and activities for many stakeholders
2. Effectively communicate with the Administrative Partner, other team members, and clients to share information, ensure consistency, anticipate needs and next steps, and deliver high quality service and results on time
3. Provide support by engaging with the Administrative Partner--and also acting independently
4. Create and manage documents, design presentations, schedule meetings and travel arrangements, prep/plan/facilitate/close events, track expenses, and manage vendors
5. Act as the central point of contact and liaison for PCAM clients via phone, email, etc.; respond to requests for information and assist with solving problems
6. Maintain association awards and databases, plan and coordinate programs; fully support client committees, strategic plans, boards, and students/residents
7. Recommend automation, process improvements, opportunities for additional efficiencies, etc.
8. Other duties as assigned

Key Performance Indicators:

- Accuracy, limited errors, or omissions
- Meet deadlines

Competencies:

- Quality and client focus—demonstrate extreme accuracy and attention to detail in all work while meeting deadlines and expectations, as well as anticipating needs
- Dealing with ambiguity—effectively cope with change, decide and act without having the total picture, stay calm when things are up in the air, comfortably handle risk and uncertainty
- Systems thinking—develop and maintain processes that can and will be reused and replicated, although not always in the exact manner as before
- Communication—display strong written, verbal, listening, informing, and presentation skills
- Interpersonal—build relationships, act as a team player, and resolve conflict while maintaining relationships
- Self-development—stay abreast of trends/developments in the association management industry
- Problem solving, composure, tact, professionalism, timely decision making, approachability, comfort around higher management, leadership, using common sense, research, self-awareness, organizing, planning, priority setting, time management, perseverance, multi-tasking, self-assessment, motivation, learning agility, self-direction, reporting, accountability, able to follow direction, and critical thinking

Knowledge/Education:

- 2+ years of directly related administrative/executive assistant experience (multi-organization, multi-leader, or matrix structure preferred)
- Experience managing projects, programs, and/or training is very helpful
- Associate's degree strongly preferred (administrative, business, or related)
- Proficient in standard software (word processing, database, presentation, spreadsheet, and email)
- Experience with non-profit and/or association management organizations a plus