



Title: Communications & Administrative Specialist

FTE: Full-Time

Reports to: Chief Operating Officer

The Communications & Administrative Specialist is first and foremost a member of Premier Choice Association Management and will provide services to our association clients. The key areas of responsibility include member communications and administrative support. The person in this role will successfully and expertly create, assemble, and distribute creative digital communications in various forms, and provide administrative support to client organizations and Premier Choice. Coordination with team members and clients is key.

Responsibilities:

- Confidently and professionally collaborate with internal and external stakeholders to develop and deliver various digital newsletters. Results and outcomes driven by consistently convey PCAM or the client's mission, quality, and standards.
- Support with the development of consistent processes amongst all communiques, including repeatable steps, standardized taglines, key words, fonts, colors, etc. Delivers all in a timely manner.
- Select themes and photos, write and gather articles and features, emphasizes topics related to the industry.
- Assist with editing articles and features, working with other sources to obtain relevant information.
- Proof, design, and lay out each issue with creativity and graphic design aptitude.
- Distribute completed products to stakeholders.
- Manage newsletter subscriptions.
- Create and edit multiple email blasts.
- Update and maintain PCAM and client websites consistent with other communications and association activities.
- Post on clients' social media outlets following the communications calendar.
- Respond to requests for information and assist with solving problems.
- Work with manager to develop automation, process improvements, opportunities for additional efficiencies, etc.
- Extensively and constantly coordinate, develop, and maintain administrative processes, programs, procedures, projects, and activities for many stakeholders
- Effectively communicate with Chief Operating Officer, provide support by engaging with the COO and other executives -- and also acting independently
- Create and manage documents, design presentations, schedule meetings, prep/plan/facilitate/close events, track expenses, and manage vendors
- Utilize association databases, plan and coordinate programs; fully support client committees, strategic plans, boards, and students/residents
- Effectively communicate with the COO, Partners, other team members, and clients to share information, ensure consistency, and provide quality, timely support
- Process correspondence; assist with planning programs and board meetings

Key Performance Indicators:

- Complete work accurately and timely
 - Meet deadlines
 - Complete work with limited errors or omissions
- Build and maintain mutually beneficial relationships
- Effective and regular communications within the team
- Professionalism, positive attitude, initiative
- Build brand awareness and effective relationships
- Utilize the full functionality of the tools and products
- Communicate throughout the day and in a timely manner; proof and finalize work
- Follow directions, complete all tasks that are assigned--without delegation
- Work effectively and collaboratively as a team contributor on all assignments
- Meet with manager or designee on a regular basis

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
- 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
- Interpersonal--build relationships, act as a team player, and resolve conflict while maintaining relationships.

Knowledge, skills, experience and education:

- 2+ years of directly related administrative/executive assistant experience (multi-organization, multi-leader, or matrix structure preferred)
- Associate's degree strongly preferred (administrative, business, or related)
- Equivalent combination of education/experience may be considered
- Experience in a professional association or non-profit is a plus
- Experience with a database necessary; experience with marketing, newsletter software and website platforms helpful (e.g. Constant Contact, Mail Chimp, Sales Force, Your Membership, MODX, Word Press or similar programs)