



JOB TITLE: Member Services Assistant

Department: Member Services

POSITION SUMMARY: The Member Services Assistant provides administrative and logistical support to the Vice President for Member Services and department staff involved in committees/governance, education programs, conferences/meetings and webinars.

Reports To: Vice President for Member Services

PRINCIPAL DUTIES AND JOB RESPONSIBILITIES*:

Committee/Governance Support

- Provides administrative support to the following committees: Education, Membership, Policy Advisory, Strategic Planning, association Finance, institute Finance, association Nominating, IA&C, Compensation, Awards and other ad hoc committees and task forces
 - Assures that all committee members are in iMIS, coded for the committee, their terms are listed, and their records are up-to-date
 - Maintains committee meeting schedule; manages meeting invitations and RSVPs; schedules in-house conference room and makes food arrangements for in-person meetings
 - Works with conference services staff to secure hotel blocks and restaurant reservations
 - Prepares and disseminates committee agendas and supporting materials; takes and disseminates minutes of each committee meeting
- Provides administrative support for the association board of directors:
 - Assures members are in iMIS with terms and records are up-to-date
 - Coordinates review and formatting of board booklets; assists with dissemination of electronic versions of materials; prints, packs and ships hard copies of documents.
- Assists with annual association and institute board elections
- Supports association Interest Groups: schedules periodic calls, sends agendas and call information to participants (Current IGs include: GR, 340B, and Foundation Directors)

Conferences/Events/Webinars

- Assists with shipping conference materials and supplies for various events, including both major meetings and smaller, one-day events planned by departments throughout the organization
- Manages inventory of conference services supplies, assures items are shipped back to office and re-stocked
- Assists with preparation of name tags and name tents as needed
- Serves as both backup to Member Services Coordinator and as lead for select webinars as related to webinar production: serves as either lead or second support person on day-of events, is fully trained as the back-up producer, scheduler, and registration coordinator; answers member registration questions as needed.

General Administrative Support

- Schedules and coordinates meetings and conference calls for Member Services Team; orders refreshments, as needed; ensures proper set up of AV resources, as needed; assists with preparation of agendas and other materials, takes, prepares and disseminates minutes of meetings
- Provides administrative support to Vice President of Member Services, including but not limited to: travel arrangements, expense reports, document preparation and dissemination.
- Assists as needed with dossier preparation for staff recruitment and retention site visits and calls
- Assists with iMIS updates
- Serves as back-up for Senior Executive Assistant for scheduling President and CEO travel and preparing President and CEO's travel expense reports.
- Answers member inquiries including but not limited to: website login, registration questions, and other general questions
- Assists with member-wide communications, as needed.
- Other duties as assigned by vice president for member services.

** The above statements reflect the general duties and responsibilities necessary to describe the principal functions of the job, as identified, and shall not be considered an exhaustive list of job responsibilities which may be inherent in the position. Responsibilities are subject to change*

MINIMUM EDUCATION AND EXPERIENCE REQUIRED:

- Bachelors or Associates degree (preferably in Association or Hospitality Management, or other relevant field), or equivalent work experience and/or supplemental administrative training.
- Minimum of 1-2 years administrative work experience in a professional member or trade association, meeting and/or convention planning, or professional continuing education environment.
- In lieu of degree, minimum of 3 years meetings/registration experience in a professional member association, meeting and/or convention planning, or professional continuing education environment required.

- Experience assisting with multiple small meetings for attendees 10-200, a plus.
- Skill in prioritizing duties, retrieving information, tracking projects and maintaining schedules.
- Ability to perform multi-tasking with accuracy and speed, including handling multiple tasks for several staff with a high degree of detail within established deadlines.
- Excellent verbal and written communication skills including strong business writing and proofreading skills.
- Strong sense of urgency and outstanding customer service ability in handling requests within and outside the department.
- Pleasant phone etiquette, service-oriented nature; able to work independently as well as a team player.
- Intermediate to advanced skill and experience using Microsoft Word, Excel, Outlook and PowerPoint and some HTML; relevant experience with a database processing and management software helpful (especially iMIS).
- Skilled in the use of the Internet and search capabilities are required.
- Position may require overtime hours during primary meetings.

ESSENTIAL CHARACTERISTICS FOR THIS POSITION INCLUDES:

- This position calls for a versatile self-starter; able to resolve relevant issues spontaneously; total reliability; with top-flight organizational skills.
- Fully-invested, ready to offer constructive ideas and apply practical expertise in contribution to department's goals and overall office administration.
- Outstanding interpersonal and communication skills. Ability to interact with individuals with a diverse background at all levels.
- Ability to work effectively in an environment with changing priorities.
- Ability to work under pressure and maintain composure; anticipate and/or respond quickly to resolve unforeseen demands.
- Must be comfortable working with Senior Executives both inside and outside the organization.

Salary/Benefits:

Position title and salary are commensurate with experience and includes a generous benefits package. America's Essential Hospitals is an equal employment opportunity employer and values diversity in its workforce.

How to Apply:

Send resume, cover letter, in MS Word or PDF format, to careeropty@essentialhospitals.org.