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Job Announcement

Position Title

Administrative Coordinator

Position Overview

The Administrative Coordinator is an operational level position supporting members and staff of the Sacramento-based association management, legislative advocacy, and public affairs firm Shaw Yoder Antwih Schmelzer & Lange (SYASL).

The position has responsibility for association database management, maintaining electronic-based and hard-copy records, revenue and expenditure processing, production and distribution of meeting agendas and other materials, customer service, and assisting in event production and fulfillment.

SYASL is a Sacramento-based corporation providing association management, legislative management, public affairs, and governmental consulting services, under individual contracts, to a wide variety of public, private, and non-profit entities, including to several non-profit trade and professional membership organizations. This position is employed by SYASL, and its primary functions are providing administrative and customer service under SYASL's contracts with various association management clients.

Reporting Relationships

The Administrative Coordinator position reports directly to the Business Development Director. Although there are identified reporting relationships, all staff work in a team environment, sharing responsibilities and assignments, focusing on objectives established by associations' respective governing boards of directors.

Skills, Knowledge, and Abilities

The following are representative skills, knowledge, and abilities required for the position:

1. Demonstrated verbal skills to interact with members and staff to respond to questions and to gather and distribute information.
2. Customer service skills including first call resolution, active listening, and responsiveness.
3. Ability to work independently and within a strong collaborative environment.
4. Skills in supporting development, production, and execution of meetings and conferences.
5. Outstanding attention to detail and accuracy, and excellent organizational skills.
6. Ability to communicate effectively orally and in writing.
7. Ability to organize time and priorities under general guidance from supervisor.
8. Demonstrated skills in standard management computer software including Microsoft Word, Excel, PowerPoint, and Survey Monkey.
9. Demonstrated ability to operate management software programs including association management software.
10. Demonstrated skills in basic mathematics with an emphasis on financial calculations.
11. Basic writing skills to record, interpret and produce meeting minutes, brief information releases, and other short documents for distribution to staff and membership.
12. Ability to take ownership of all projects and see them through to completion.
13. Ability to solicit and close outstanding membership, sponsorship, and exhibit booth payments.
14. Ability to create reports.

Other Position Requirements

The Administrative Coordinator is a full-time position with work hours normally taking place Monday through Friday, however, the position requires schedule flexibility to work longer hours, as needed, and to prepare for and attend various out-of-town, overnight meetings. This may include annual conferences outside of Sacramento but within California. Travel expenses to events outside of Sacramento are paid by SYASL.

Although the normal office environment is considered business casual, client interaction often requires more formal attire. The holder of this position is expected to dress appropriately to meet expectations of client interaction.

The position is full-time with work hours normally focusing on Monday through Friday from 8 a.m. to 5 p.m., but the position requires flexibility in scheduling to accommodate possible out-of-town travel as well as weekend and evening meetings.

Qualifications

This position requires a dependable experienced professional with command of excellent oral and written communication skills. A proficiency in Microsoft Office, specifically Excel, Word, and PowerPoint, is necessary. Experience successfully working with customers, clients, vendors, and internal

departments is required. A bachelor's degree and previous work in association management is preferred.

The position requires an independent self-starter, who sets priorities, demonstrates follow-through, anticipates, and resolves problems. The Administrative Coordinator should possess knowledge of association management software and website content management experience is desired.

Salary + Benefits

Salary range is \$58,000 to \$70,000 and benefits include full medical, dental and vision benefits for employee and family, life insurance, 401k, paid vacation, etc.

Travel

This position requires limited travel to client board meetings and/or events. Of average annual work week, time out of the office may take up to approximately 5%. On an annual basis, this position may travel to approximately 1-2 conferences for up to four days each, and 1-2 one-day meetings where overnight stays are necessary.

Functions

The following are representative functions of the position, in general priority order:

1. **Office Administration:** Manage association files and supplies. Provide administrative support to the executive team. Remain flexible to assist other team members as needed and other duties as assigned. Manage multiple email accounts and phone lines.
2. **Customer Service:** Provide introductory information to new customers; ensuring that clients and members are satisfied with products or services; advise customers or clients about additional products or services; determine the quickest, most effective ways to answer a client's or customer's questions; escalate queries and concerns and troubleshoot common issues with a product or service.
3. **Database Management:** Manage association management software towards invoicing, processing and payment tracking for events, membership, and other programs. Update records as necessary.
4. **Event Registration Management:** Administer event registration and produce reports on attendees, exhibitor, and sponsor activity. Assist in preparing materials and assist with event logistics as required. Provide onsite meeting and conference support when needed.

5. **Board Meeting Management:** Administer board meeting logistics including distribution of meeting information and packets, on-line meeting set-up, meeting planning and day-of meeting oversight and execution.
6. **Membership:** Oversee membership administration including reporting on membership, including invoicing and renewal notice tracking. Provide customer service to current and potential members and others.
7. **Marketing Coordination:** Assist in fulfillment of corporate sponsorship including contract tracking and management of sponsor logos/profiles. Manage branded conference materials and update advertisements on websites.
8. **Communication:** Create and send meetings and events notices, update and post events, membership information and sponsor information to client websites.

About Shaw Yoder Antwih Schmelzer & Lange

Shaw Yoder Antwih Schmelzer & Lange (SYASL) is a Sacramento-based firm providing association management, legislative advocacy, public affairs, and consulting services to a wide variety of clients.

SYASL is a corporation, owned by partners Joshua W. Shaw, Paul J. Yoder, Andrew Antwih, Jason Schmelzer, Karen Lange, and Matt Robinson. Since its inception, the firm has specialized in public sector, transportation, and association clients. SYASL currently provides association management services to a variety of groups.

SYASL provides services, under individual contracts, to a wide variety of public, private, and non-profit entities, including to several non-profit trade and professional membership organizations. This position is employed by SYASL, and its primary functions are providing services under SYASL's contracts with three associations. For more information on SYASL, please visit SYASLpartners.com.

Contact

Interested candidates please send cover letter and resume to Kristian Ross-Patchin, Business Development Director, at kristian@SYASLpartners.com.