



Member Relations Coordinator

Why ASMI?

Association and Society Management International (ASMI) is an association management firm known for its commitment to its people and its clients. ASMI has a 40-year track record of outstanding customer service delivering non-profit expertise and services to socially responsible organizations. ASMI supports, guides, and promotes the professions and industries that impact people around the world every day including trauma, emergency medical services (EMS), homeland security / emergency management, ballistics, and manufacturing trade associations.

The ASMI headquarters offices are in Falls Church, VA and personnel are currently working-from-home, with the safety of our workforce being of primary importance as the COVID-19 pandemic continues. See [ASMI Headquarters & Remote Work Pandemic Health & Safety Policies](#).

This full-time, permanent position is for an association management professional with experience in communications and project management. The role provides customer service to ASMI and its clients. Responsible for coordinating successful execution of client objectives, including communications campaigns, program planning, onsite event staffing, and follow-up. The role is primarily engaged in activities of selected clients such as the Emergency Management Accreditation Program (EMAP) and the National Association of State EMS Officials (NASEMSO). **This new position at ASMI will build staff capacity for potential business growth, and back-fill other roles according to the specific talents of the employee.**

Salary

\$35,000-55,000 commensurate with experience. Full-time, permanent position.

Job Requirements

- A Bachelor's degree is required along with relevant communications work in the non-profit industry, or similar experience.
- Candidate must be extremely well-organized and task-oriented and be accurate with an attention to detail. Must be comfortable with multi-tasking and be able to adjust to shifting priorities. Must be able to work with limited supervision and successfully within a team.
- Excellent communications skills including writing skills are necessary.
- Experience managing social media and professional communications.
- Candidate also must be able to use Microsoft Office Suite software including Outlook, Word, PowerPoint, and Excel.
- Experience with Microsoft Teams.
- Experience with audio-visual equipment and applications is preferred.
- Experience with Association Management Systems (AMS) like Cvent or other complex databases is a plus. Be able to rapidly learn and use new software.
- Familiarity with mobile conference app construction and use is a plus.

Major Job Responsibilities

This position is for an association management professional with experience in member services, project coordination, customer service, and support of staff teams. Responsible for coordinating successful execution of client objectives, including scheduling meetings, generating reports, staffing committees, and/or interfacing with client committees and board about activities.

Specific Tasks

Member Services / Customer Care

- Help members and potential members with inquiries – managing their membership and dues payments, registering for events, seeking resources that HQ might provide, and similar other customer service.
- Help with routine dues and event invoicing.

Client Events

- Assist with the creation and delivery of virtual and in-person events.
- Update Conference Slideshow, manage signage order and similar communications-related tasks.
- Also assist with onsite registration and other duties as assigned.

Project Management

Serve as staff liaison to specified client committees and work groups managing the roster and calendar, issuing communications, tracking deliverables and assignments. Details of such work may include:

- Workgroup management
 - Prepare and distribute invitations to participate in selected client projects. Track acknowledgements of invitations.
 - Manage workgroup contact information database and/or mailing list. Keep database up to date for mailings, calendar invitations, meeting invitations, and more.
- Meeting support
 - Liaise with Meetings Manager and hotel about dates, number of attendees, room set, and F&B as applicable.
 - Prepare travel instructions for in-person meeting participants.
 - Prepare, distribute, collect, and approve expense reimbursement requests as per GSA guidelines.
- Contract fulfillment and documentation
 - Track and send reminders about project deadlines.
 - Submit deliverables to designated points of contact at the funding agency.
 - Compile, prepare and submit reports to funding agencies per contract requirements. Document report submission.
 - Document communications between ASMI client and the funding agency.
 - Archive a “project end kit” on the shared drive with deliverables, contracts and modifications, reports, etc.
- Other administrative tasks as assigned by the Project Manager, Principal Investigator, and other project leadership.

ASMI & Client Tech Management

- Manage IT either providing tech support directly to coworkers or coordinating support with external IT provider, tracking work orders, and allocating costs.
- Manage all email accounts for staff and volunteer leaders and assist groups setting up MS Teams accounts.
- Work with AMS system programmers on specific work orders or improvements to the database and run system tests. Manage services contracts including the Replicon time-tracking system, MS Office Suite, MS Teams, Google Drive and related.
- Assist with management of all client domain registrations, website security plans, and hosting.

ASMI Corporate Operations

- As assigned – potential tasks include custody of ASMI's time-tracking system (Replicon), an inventory management system for client and ASMI belongings, coordination to maintain ASMI's accreditation.

Other Duties

- Business development, special projects, other as assigned.

Annual hours indications for each task are estimates, and assignments may be adjusted. Full-time ASMI employees are expected to work 40-45 hours per week. (50 weeks x 42.5 hours = 2,125).

Reporting

The position reports to ASMI Management Team Member Chelsea Steadman and works closely with the ASMI President Beth Armstrong, providing executive support and coordination.

Professional Accountability

- Enter work time in 15-minute increments using ASMI web-based time-tracking system (currently Replicon) utilizing task and activity labels and comments fields.
- Submit timesheets by close of business on Friday of each week unless work is planned for Saturday and no later than noon on Monday when weekend work obligations occur.
- Submit travel and expense reimbursement forms to include applicable allocation codes no later than 30 days post travel conclusion or expense incurrence.
- Consult supervisor as soon as competing priorities threaten completion of one or more tasks by the established internal or external deadline.
- If the position is eligible for telecommuting: notify supervisor about short term absences during normal business/scheduled hours that are due to travel or not associated with vacation, sick, or other leave requests.
- Maintain client work documents on the shared drive per ASMI's document retention policy; regularly transfer files that might have been drafted offline / on individual desktop.
- Conform to all ASMI Policies & Procedures as defined in the Employment Manual.

Contact

Submit cover message and resume to Chelsea Steadman, csteadman@asmii.net.