



Office and Project Associate

POSITION SUMMARY

This entry-level position provides growth opportunities in the profession of association management. As the Office and Project Associate, you are exposed to all the facets of SOPHE’s operation by supporting the team and being the front-line liaison to SOPHE inquiries via the website, email, and phone inquiries. The position organizes and manages multiple projects such as assisting SOPHE’s CEO, membership, grants, events, and cooperative agreements.

	<u>Specific Responsibilities</u>
	<p>Support Membership services:</p> <ul style="list-style-type: none"> ▪ Maintain membership database with a high degree of accuracy by updating member addresses, phone numbers, e-mails, etc. ▪ Disseminate monthly first, second, and final membership renewal notices and monthly birthday greetings. ▪ Process electronic and mailed monthly membership renewals. ▪ Pull membership lists and develop specialized mailing lists as requested from association management software. ▪ Provide quality customer service and technical assistance to external and internal customers. ▪ Manage multiple e-mailboxes.
	<ul style="list-style-type: none"> ▪ Provide support to SOPHE cooperative agreements or grants: ▪ Take minutes of conference calls, meetings. ▪ Arrange/schedule Zoom calls of project staff, consultants, and partners. ▪ Coordinate speakers for webinars, logistics. ▪ Help develop communication materials.
	<p>Support overall office operations:</p> <ul style="list-style-type: none"> ▪ Professionally answer the telephone and greet in-person guests. ▪ Prepare/mail outgoing correspondence. Pick up mail and distribute to appropriate staff. ▪ Process and fulfill customer product orders from an online store. ▪ Maintain office filing systems, archive records, etc., coordinating deliveries and pick-up of the off-site warehouse as needed. ▪ Order office supplies and maintain inventory (kitchen supplies, stationery, envelopes). ▪ Coordinate office repairs as needed with external vendors (e.g. copier, postage).
	<p>Provide administrative support to SOPHE CEO</p> <ul style="list-style-type: none"> ▪ Act as a central point of contact for CEO. ▪ Coordinate and maintain a schedule. ▪ Organize Zoom, Teams and in-person meetings. ▪ Post and maintain online documents such as meeting minutes and Board of Trustees materials.
	<p>Support SOPHE meetings/events, including virtual and face/face training:</p> <ul style="list-style-type: none"> ▪ Order materials needed for SOPHE events, e.g., badges, lanyards, supplies. ▪ Prepare registration and mailing lists from SOPHE database and any specialized lists. ▪ Member of onsite meetings team to assist with registration and logistics. ▪ Additional duties as requested.



QUALIFICATIONS

- Bachelor's degree preferred, with demonstrated volunteer leadership experience or prior experience in an Association environment.
- 1 – 2 years of experience, preferred.
- Possess proficiency in Microsoft Office Suite is required, especially in Word and Excel; association management software (AMS) software experience, preferred.
- Excellent writing, customer service skills, and attitude.
- Ability to work in teams as well as independently and handle multiple tasks at one time.
- Ability to lift packages, usually not exceeding 30 lbs.
- Occasional limited travel outside the DMV area may be required.

OTHER:

- Excellent health, benefit, and other benefits, including 401K fully vested on the start date
- Position requires location in Washington, DC area, we offer a flexible work/office schedule.

APPLICATIONS:

- Apply with resume and cover letter to HR@sophe.org; no phone calls please.