



Job Title: Account Manager

Location: Remote with in-person monthly event in Texas

Effective Date: March 2023

Time Commitment: Estimated 30 hours per week

Reports to: Executive Director

Salary: \$42,000 per year to start. *This can turn into a full-time position if you want it to with a bump in salary.*

Please return your resume to The Solution CEO, Dot Miller, at dot@thesolutionwebsite.com by February 15th.

The Solution, Inc., is a full-service association management company (AMC) that maximizes the value and potential of our clients' organizations, while stimulating growth and engagement. We specialize in professional and membership associations, nonprofit organizations and chambers of commerce across Colorado and nationwide. We are fiercely loyal to our clients. We are **The Solution**.

To read more about The Solution, please visit www.thesolutionwebsite.com.

Job Summary:

The Account Manager is an administrative wizard responsible for working with the Executive Director to manage all aspects of the association's operations. To keep The Solution's stellar reputation at the top of the charts, our Account Managers have exceptional customer service and relationship-building skills. We respond to daily emails and phone calls. We answer questions, we plan events, we design newsletters and write content for social media. We are looking for an additional team member who will be responsible for keeping multiple projects on track. Incredible organizational skills and exceptional communication skills are a must. If you don't have them, please don't apply. We are looking for a champion. Does that sound like you?

This is a work-from-home position, so a quiet area for Zoom meetings is a must. After you have completed six months of training, you are eligible to receive a 10% bonus as well as a raise. Additionally, there is a potential for growth and upward mobility in our company. Our benefit package is super cool too and starts from day one. We have a flexible schedule with unlimited PTO/vacation days. As long as you are taking care of your clients, take all the time you want.

Specific responsibilities are listed in each scope of work for the specific client. The following represents the most frequent examples.

Duties/Responsibilities for the Executive Director and Account Manager to divide up

ADMINISTRATION

- Maintain original and backup files of all Association documents, computer records, data, etc.
- Support association's officers, Board members and committees as they carry out their duties.

COMMITTEES

- Maintain Bylaws and all other corporate documents.
- Maintain Board and committee directories.
- Make all arrangements for Board and committee meetings whether by conference call or in-person.
- Issue Board and committee meeting notices and requests for reports.
- Assist Secretary in note-taking and distribution of minutes.
- Maintain office copy and historical records of meeting minutes and Board materials.
- Communicate with all committees as needed to keep track of progress towards goals and objectives.
- Facilitate all details related to election of officers and directors.

CONFERENCES

- Order registration gifts and other plaques, gavels, etc., as needed.
- Prepare signs, banners and other media as needed for sponsors or
- Coordinate with Conference Committee to recruit sponsors to defer costs of meals, breaks, and special events.

- Produce and distribute conference promotional materials.
- Respond to all telephone and e-mail inquiries.
- Process all registrations and issue attendee list routinely to members and other meeting prospects.
- Produce name badges, conference program, and other registration materials.
- Manage and process on-site registrations.
- Manage all on- and off-site activities.
- Transport meeting supplies and materials to the conference site or arrange for shipping, if necessary.

Continuing Education Credits

- Coordinate with Conference Committee to establish CE credit goals per conference, determine session topics, and recruit and select speakers.
- Work with selected speakers on completion of timed outlines to submit to education for submission to Texas Department of Insurance for certification.
- Collect and submit attendee documentation for CE credits.
- Distribute individual certification letters to conference participants.
- Maintain files and records as required by TDI.

Social Activities & Events

- Coordinate all on-site and off-site social event details Conference Committee, Board and others, as necessary, and make all arrangements.
- Coordinate all food & beverage, entertainment, decorations, etc.
- Arrange and manage sports tournaments and events (golf, tennis, fishing, etc.)
- Coordinate with Conference Committee and/or event committees to recruit sponsors to defer cost of social activities and events.
- Prepare and distribute special invitations as needed.
- Process pre-registrations, including preparation of badges and lists of attendees.
- Provide on-site coordination of all social activities and events.
- Reconcile all receipts and disbursements, issue invoices, review/adjust and pay all bills.

MEMBERSHIP RECRUITMENT & RETENTION

- Maintain a membership database using association management software and corresponding files.
- Develop and maintain a prospect database using nonmember conference registrations and other resources.
- Respond to membership questions and distribute information to current and prospective members.
- Prepare and process membership applications.
- Review membership applications and forward to Membership Committee for review.
- Send 10-day review email to member firms when directed by Membership Chair.
- Coordinate with Membership Committee to develop/design membership recruitment materials, stage membership recruitment campaigns, and strengthen membership benefits.

PUBLIC RELATIONS

- Coordinate with Public Relations Committee to create and implement a public relations plan.
- Coordinate with Public Relations Committee to create and implement a plan for social media (Facebook, LinkedIn, etc.)
- Write and distribute news releases, social media postings, and other announcements.
- Coordinate mailings and other communications to members, prospects and press.
- Prepare (write, format and desktop) promotional or public education materials (brochures, fact sheets, etc.).

PUBLICATION

- Publish two issues of PUBLICATION each year including writing, editing, desktop publishing, printing, mail distribution, and posting on website.
- Coordinate with Public Relations Committee for suggested material.
- Coordinate with Public Relations Committee to establish an advertising fee structure and recruit advertisers.

COMMUNICATIONS, SURVEYS, AND STATISTICS

- Write, design, and distribute routine updates, conference announcements, surveys and similar communications to membership using an electronic mail distribution application (such as MailChimp).
- Survey membership after conferences and at other times, as needed, using an electronic survey application (such as SurveyMonkey).
- Obtain and disseminate information collected by other sources as directed by the Board.

WEBSITE AND SOCIAL MEDIA MANAGEMENT

- Provide strategic planning for the website.
- Perform routine updates to website as needed. Retain and assist web development contractor for more substantial and changes.
- Update and post event information throughout the year

- Maintain interfaces between website and membership management applications to keep the directory up to date.
- Maintain all domain registrations, e-mail accounts, etc.

MISCELLANEOUS

- Monitor and maintain inventory for general supplies and materials.
- Receive and fulfill requirements for general information about the association, materials, and other assistance from members, the public, and other stakeholders.
- Maintain all official records and files.
- Perform special projects as requested
- Perform miscellaneous duties as assigned.

Required Skills/Abilities:

- Excellent verbal and written communication skills
- Interpersonal and customer service skills
- Sales and customer service skills
- Organizational skills and attention to detail
- Time management skills with a proven ability to meet deadlines
- Analytical and problem-solving skills
- Supervisory and leadership skills
- Ability to prioritize tasks and to delegate them when appropriate
- Ability to function well in a high-paced and at times stressful environment
- Proficient with technology and/or the ability to learn technology through video instruction

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer
- Must be able to lift up to 15 pounds at times