

National Council of Agricultural Employers (NCAE) Job Description

Title: Manager of Association Services

Reports To: President/CEO

General Responsibilities: Proactively manages office functions and responsiveness. Enhances and extends the effectiveness of the President/CEO by assuring prompt and clear communication, information management, and seamless delivery of exceptional member value.

Specific Responsibilities:

1. OFFICE:

- Welcomes members by greeting them, in person, on the telephone, via electronic media; answering or directing inquiries.
- Responsible for at least weekly calendar, scheduling, financial update, website, communications, and workflow coordination. Coordinates weekly priorities and work plans with President/CEO.
- Conserves executive's time by reading, researching, and prioritizing communications; drafting letters and documents; collecting and analyzing information; initiating communications.
- Handles procurement and maintenance of office equipment, distributes information via various media; arranges travel plans; supervises temporary help; provides telephone coverage; and provides secretarial and support services to President/CEO.
- Maintains executive's appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel.
- Secures information by assuring data base backups and implements proper office and information security procedures and records retention policies for all paper and electronic information.
- Manages overall stewardship of NCAE resources (including Quickbooks and Google for Business) through wise and proper use and regular evaluation of better alternatives.
- Monitors and prepares reports on congressional and/or government agency hearings or meetings as assigned by the President/CEO.
- Completes projects, follows-up on results, and closes feedback loop.

2. WEBSITE & SOCIAL MEDIA:

- Oversees the development of and changes to the NCAE web site using WordPress.
- Keep website, documents, events, registration & payment links, Member access, and other information up-to-date. Includes weekly assessments.
- Implements and maintains appropriate social-media presence for the association including but not limited to Facebook and Twitter.

- Assesses and implements accurate and effective online registration, payment, and donation mechanisms.

3. MEMBERSHIP:

- Maintains accurate & up-to-date membership records. Works in conjunction with President/CEO in the preparation of member recruitment, development, and retention.
- Assists the President/CEO with the annual board elections.
- Assists in the editing of and dissemination of member communications, press releases, issue papers, and letters to Congress, testimony, comments, and statements.
- Represents the executive by attending meetings in the executive's absence; speaking for NCAE as delegated.
- Maintains member confidence and protects operations by keeping information confidential.
- Conducts ongoing annual canvass of all Members.

4. Communications:

- Manages databases and assures completion & delivery of weekly news briefs and other regular member communications.
- Proof-read, format, and word-smith documents.
- Exhibits clear written and verbal communication skills as required for a national association, including excellent telephone skills.

5. MEETING PLANNING:

- Serves as an integral part of planning and delivering an exciting and educational Annual Meeting each February and Labor Forum each November.
- Coordinates meeting planning activities, including site selection, contract negotiations, promotional material development, budgeting, member registration, and speaker and sponsor coordination, liaison with all hotel contacts, on-site logistics and registration desk.
- Concludes each meeting with survey to participants, financial overview to the executive committee, and all necessary follow up with attendees, speakers, and sponsors.

6. ACCOUNTING:

- Prepares and maintains all bookkeeping and accounting records.
- Maintains files and accounting activities for various coalitions.
- Works closely with President/CEO to assure all financial records are accurate and up to date.
- Provides weekly financial update for President/CEO.
- Formalizes monthly financial statements for President/CEO.

7. Other:

- Keeps up-to-date on NCAE Member industry issues and priorities.

- Exhibits a sense of urgency and ownership in Member services and general welfare of the association, Members, staff, and self.
- Ability to set and attain priorities amid a multi-tasking, changing Member-services environment.

Required Skills/Qualifications:

- Administrative, writing, and proofreading skills
- Reporting skills
- Supply management
- Scheduling
- Microsoft office skills or Google for Business skills
- Accounting software skills (NCAE uses QuickBooks)
- Organization and attention to detail
- Self-management and the ability to set priorities and attain goals
- Time management
- Presentation skills
- Equipment maintenance
- Travel logistics
- Verbal communication skills
- Strategic focus
- A sense of urgency for member services

Preferred Background Experiences:

- BA/BS Degree
- Association experience
- Previous experience with member or customer services
- Spanish language skills would be a plus

Details:

- Current office location near Chinatown
- Full Health Care coverage for employee (Health, Dental, Vision)
- 40 hour work week
- SEP Retirement Plan
- Office closed on federal holidays
- Vacation accrual of 12 days per year