JOB DESCRIPTION - HCAA Association Services Coordinator

HCAA Will begin interviewing candidates in the middle of April with a targeted start date of May 1, 2021

The Association Services Coordinator position is part time (Tues – Fri 9am – 3pm) remote position supporting the Membership Director, Executive Director and CEO. All HCAA staff are permanently remote. The candidate will need to be able to travel two times per year for one week each time.

The ideal candidate will be detail oriented, be familiar with and flexible with learning new technology, and comfortable in developing relationships with suppliers and members. Familiarity with the associations, databases and or meeting planning is desirable.

Administrative/Miscellaneous

• Set-up and Coordinate meetings, use of Doodle polls when necessary
• Answers in-coming phone calls on Association 800 number, as needed
• Responds to inquiries sent through website or sent to hcaainfo@hcaa.org
• Posts Job postings as necessary
• Research Projects as assigned and needed

Association Communications

• Helps keeps email vendor (MAILCHIMP and/or Constant Contact) addresses current.
• Coordinates with Anderson Interactive and Staff on assuring current and correct membership lists.

Committee/Task Force Meetings (assigned committees only)

• Sends calendar invites for meetings to Committee/Task Force members.
• Prepares draft agenda and coordinates with Committee/Task Force chair as to attachments.
• Sends the Agenda and attachments to the Committee/Task Force members within 1-2 days of the meeting.
• Participates in, takes minutes and tracks attendance.
• Posts approved minutes on private Board page and disseminates minutes to Committee/Task Force members.

HCAA Conferences (including pre/post seminars)

• Development and delivery of conference APP.
• On-site support.
• Sponsorship – assist with payment tracking, promotion, table assignments, venue logistics
• Disseminate conference surveys to attendees and sponsors, immediately post-conference in the agreed upon format.
• Post conference update of the conference and sponsorship web pages – thank you for attending/thank you for sponsoring, immediately following the conference.
• Upload of conference pictures to conference picture web page.

HCAA Non-Conference Programs

• CSFS
  o Monthly Report on CSFS activity on WebCE - course purchases, new designees, etc.
  o Monthly transmission of Congratulatory letter, certificate and packet to new CSFS Designees.
• Emerging Leaders Program
  o Posting Notices on Facebook.
  o Maintains registry of ELP member and their attendance at events.
• B2B Forum & Marketplace
  o Monitors Forums for regular and timely content and inappropriate content
  o Assists with connecting with Subject Matter Experts
  o Works with members to set up their Marketplace presence
• On Demand Learning
  o Assists with posting of podcasts and webinars

Sponsorship
• Assists with sponsor outreach for each conference
• Maintains contact lists/update as necessary
• Coordinates all deliverables – follows up as necessary
• Works with suppliers to upload deliverables to printed and digital programs/media

Membership
• Member Services Assistance
• Assist with member Benefit Page updates – updates to each individual page as instructed by Board
• Dues Collection Calls/Outreach to potential members regarding dues

Website/Database
• Maintains and keeps current website content.
• Maintains and keeps current shared Staff database.
• Maintains website job postings page and collects payments from non-members as needed.
• Manages outside links and ensure that links are operational.
• Understanding and capability of new program development in YM.
• Maintains Trip Builder content and works with MSM & ED to upload correct content

Interested candidates should send a resume and cover letter to Susan Crolla at scrolla@hcaa.org.