



Senior Project Coordinator - Job Description **Reports to Deputy Executive Director**

The Senior Project Coordinator provides support to our client membership team and educational programs. This role often serves as the first point of contact and as the client's ambassador for incoming phone calls. This role aids the Executive Director, the Deputy Executive Director, and other staff on an as-needed-basis.

Essential to this role are the abilities to interact with staff (at all levels) in a fast-paced environment, to remain proactive, to be responsive and efficient and to maintain a high level of professionalism. The role requires strong organizational skills and the ability to manage multiple priorities.

This role works closely with 29 Specialty Sections, and on an infrequent basis with Regional Chapters and Special Interest Groups, all of which operate somewhat independently but must still comply with well-documented bylaws and procedures. With significant administrative support and assistance, component groups propose sessions for the Annual Meeting, host social and mentoring events during the Annual Meeting, exchange information via newsletters and ToXchange, provide travel awards, and participate in other scientific activities (including webinars on scientific topics).

Responsibilities to AIM: Senior Project Coordinator demonstrates respect for AIM values (Respect, Integrity, Trust, Innovation, Excellence) and for our clients' missions and the work of their members. The individual must have the ability to embrace change associated with annual committee leadership transitions to provide consistent advice and support to their groups. Customer service is a must when engaging in any internal or external client matter.

Client: Society of Toxicology www.toxicology.org

Travel: Domestic travel for up to seven days each March

Collaborators:

- Client committee leadership
- Client volunteers
- Team members who assist with client travel awards
- Team members who assist with the needs of various component groups
- Current and potential vendors providing services for component groups

Specific tasks include, but are not limited to, the following:

- Manage all activities associated with assigned committee(s) and specialty sections
- Direct oversight for committee(s) activities and meetings held at the annual meeting
- Oversight of member communications for the specialty sections
- Produce and proofread materials and assist with general communication efforts and publications
- Manage database tracking of participants in client's program(s)
- Maintain regular communication with committee and section members and leadership to answer questions and provide assistance as needed
- Manage the committee budgets including provision of accurate billing for time spent on the various coding lines applicable to this position
- Coordinate with other staff members to facilitate the overall success of membership and section activities
- Work in a team environment to facilitate the clients' needs and expectations
- Process specialty sections' travel fellowships and awards
- Provide customer service and support for various client programs
- Prepare variety of reports and materials for client meetings
- Process dues and provide assistance to client members
- Provide routine updates and data integrity processes for client databases
- Administer surveys using Survey Monkey and monitor results
- Respond to e-mail inquiries about membership, conference registrations and general annual meeting questions

Qualifications and Key Competencies:

- Bachelor's degree preferred.
- At least 5+ years of progressively responsible experience in volunteer relations and/or customer service
- A minimum of 3 to 5 years of experience with association membership programs
- Committee management and customer service experience is preferred
- Successful project management experience and ability to work independently. Must have a strong sense of ownership over projects and tasks.
- Attention to detail and intermediate skill level for Microsoft Office suite (required)
- Working knowledge of membership databases, surveys/scheduling polls
- Strong oral and written communication skills and be able to multi-task and manage multiple deadlines
- The position requires travel to an annual meeting in each year.
- Excellent communication skills
- Excellent interpersonal skills and ability to interface with many stakeholders
- Ability and enthusiasm for working both independently and collaboratively with a fast-paced team
- Able to manage multiple projects with overlapping deadlines
- Strong organizational, planning, and time management skills

- Great attention to detail
- Aptitude for continuous learning
- Customer service orientation

Hybrid work option available

COVID protocol had included proof of vaccination