



Webinar and Membership Specialist

The Webinar and Membership Specialist is a project coordinator that provides support to our membership team and serves as the lead staff member providing technical assistance to support webinar programming. This role interacts with client members and leadership in preparing for the webinar programming and ensuring they are comfortable using the technology (Zoom). This role is an integral part of the membership team, has committee responsibility, and also provides assistance to the membership team 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 technical and organizational skills and the ability to manage multiple priorities.

Responsibilities to AIM: Webinar and Membership Specialist demonstrates respect for AIM values (Respect, Integrity, Trust, Innovation, Excellence) and for our society's missions and the work of our 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.

Travel: Domestic travel for up to seven days each March

Collaborators:

- Committee leadership
- Volunteers and speakers
- Team members in assisting with travel awards
- Team members in assisting 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:

- Coordinate and execute webinars as the primary technical contact, with other staff providing backup assistance.
- Coordinate scheduling and deliverables of webinars with component group leadership and webinar speakers.
- Moderate webinar rehearsals and acclimate presenters to the technology. Volunteer leadership will moderate live webinar events, but the Webinar and Membership Specialist is the main technical staff supporting live webinars (with an additional staff serving concurrently as back up).
- Manage all activities associated with assigned committee(s)

- Direct oversight for committee(s) activities and meetings held at the annual meeting.
- Produce and direct member communications and posting of materials with regard to webinar programming.
- Produce and proofread materials and assist with general communication efforts and publications.
- Manage database tracking of participants in our program(s).
- Maintain regular communication with committee and membership volunteers to answer questions and to provide assistance as needed.
- Manage assigned committee budget/s, 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 component group activities.
- Work in a team environment to facilitate member needs and expectations.
- Process travel fellowships and awards in assigned areas.
- Provide customer service and support for various member programs.
- Prepare variety of reports and materials for committee meetings.
- Process dues and provide assistance to members.
- Provide routine updates and data integrity processes for databases.
- Administer surveys using designated survey software and monitor results.
- Respond to e-mail inquiries about membership, webinar registrations, and general annual meeting questions.

Qualifications and Key Competencies:

- Bachelor's degree preferred.
- At least 3+ years of progressively responsible experience in volunteer relations and/or customer service required.
- Experience in running Zoom, WebEx or other similar programs.
- Committee liaison 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 March of 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.

AIM is a dynamic association management company serving nine scientific societies. We're located in Reston, Virginia, one-half mile from the Wiehle Avenue/Reston Silver Line with convenient access to the Toll Road and Fairfax County Parkway. Free parking.

For more information about us please visit www.aim-hq.net.

To apply: Email your resume to HR@aim-hq.com