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| Job Title | Coordinator, Education & External Affairs |
| Category | Coordinator |
| Level | Experienced |
| Reports to | Chief Legal Officer |
| Date | 12/1/2021 |
| Purpose Statement | |
| Support the programmatic work of the Education & Training and NCMS and NCMSF, including External and Legislative Affairs and Education & Training. | |
| Qualifications | |
| Experience | Business background, association management experience preferred. Successful track record in data entry and reporting, membership marketing, and conference support helpful. Ability to coordinate department activities, problem-solve, multi-task, meet time-sensitive deadlines and work under pressure. |
| Education | Associate's or Bachelor's Degree or equivalent training. |
| Technology | Proficiency in Microsoft Office software (Word, Excel, Outlook, PowerPoint) required. Experience with Raiser's Edge, Financial Edge, NetCommunities, Zoom, TEAMS and Practice Sights software and applications desirable. |
| Key Result Areas | |
| Operations | <p>Daily operational functions, including, but not limited to:</p> <ul style="list-style-type: none"> • Participation in rotating schedule for picking up mail and distributing internally. • Preparing daily deposits and financial reports. • Data entry for memberships and gifts. • Proofreading data entry for other departments as needed. • Coordination of accounting and reporting needs with accounting firm. |
| External Affairs | <ul style="list-style-type: none"> • Assist with federal and state level advocacy activities. • Assist with the development and maintenance of marketing materials, website, social media, and other communications. • Provide support as needed, including document and report creation, data entry, and other administrative services. • Serve as frontline response to inquiries via telephone, email or mail seeking information on educational programs, resources and services. |

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| Education & Training | <p>Program Support, including but not limited to:</p> <ul style="list-style-type: none"> • In collaboration with E&T team, update and maintain database records to include program participants. • Produce class rosters per program and maintain alumni records. • Prepare program participant profiles for website. • Provide meeting, program, and database support. • Schedule and attend planning meetings and assist as needed. • With Accreditation Director, ensure CME/CEU credit is obtained for designated programs. • Organize and keep track of E&T calendar. • Help prepare & distribute education materials as requested. • Ensure post session evaluations are prepared ahead of time and can be sent out shortly after the sessions end. |
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| Strategic Commitment | |
| <p>A. Understand NCMS Enterprise vision, mission, goals, and values.</p> <p>B. Actively promote NCMS Enterprise to members, non-members and other stakeholders.</p> <p>C. Support an environment that encourages teamwork; open, honest and respectful communications; and where every team member is valued and accountable.</p> | |

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| Growth Opportunities (to be completed with CLO) | |
| <p>This position has 3 levels: entry, experienced, and advanced. Progression through the levels is dependent on years of experience, performance, and skill development and the following:</p> <ul style="list-style-type: none"> • Education: <i>Example:</i> seeking additional education and training relevant to their job responsibilities (or something to that effect), perhaps put interaction with a mentor here. • Experience: <i>Example:</i> years of relevant work experience, relevant skill development, level of sophistication in decision making (low, shared, independent); • Responsibility: <i>Example:</i> able to do all that is expected, willing and able to assist others, taking on new responsibilities. • Performance: <i>Example:</i> are you not meeting, meeting, or exceeding your strategies and tactics. • Tools for growth include the Insights Discovery psychometric tool and participation in NCMS Grows. | |

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| Employee Signature | |
| Date | |