**POSITION SUMMARY**
This position will provide support to SOPHE office and member operations and be a front-line liaison to SOPHE inquiries via the website, email, and phone inquiries. This position will also be a key team member for supporting specialized assistance to SOPHE’s grants or cooperative agreements, with growth opportunities.

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<th>FTE %</th>
<th>Specific Responsibilities</th>
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| **40%** | Support Membership services:  
▪ Maintain membership database with high degree of accuracy by updating member addresses, phone numbers, e-mails, etc.  
▪ Disseminate monthly first, second and final membership renewal notices and monthly birthday greetings.  
▪ Process electronic and mailed monthly membership renewals.  
▪ Provide SOPHE membership list to SAGE for journal mailings; develop specialized mailing lists as requested.  
▪ Provide quality customer service and technical assistance to members at it relates to member services, benefits, online account access, etc.  
▪ Manage info@sophe.org and membership@sophe.org mailboxes – answering queries and sending detailed queries to other SOPHE staff as directed. |
| **30%** | Provide support to SOPHE cooperative agreements or grants:  
▪ Take minutes of conference calls, meetings  
▪ Arrange/schedule Zoom calls of project staff, consultants and partners  
▪ Coordinate speakers for webinars, logistics  
▪ Help develop communication materials |
| **25%** | Support overall office operations:  
▪ Cheerfully and professionally answer the telephone and refer to appropriate staff; greet in-person members and guests.  
▪ Prepare/mail outgoing correspondence. Pick up mail and distribute to appropriate staff.  
▪ Process and fulfill customer product orders from online store.  
▪ Maintain office filing systems, archive records, etc., coordinating deliveries and pick-up of off-site warehouse as needed.  
▪ Order office supplies and maintain inventory (kitchen supplies, stationery, envelopes).  
▪ Coordinate office repairs as needed with external vendors (e.g. copier, postage) |
| **5%** | Support SOPHE meetings/events, including virtual and face/face trainings:  
▪ Order materials needed for SOPHE events, e.g. badges, lanyards, supplies  
▪ Prepare registration and mailing lists from SOPHE database, and any specialized lists  
▪ member of onsite meetings team to assist with registration and logistics  
▪ Additional duties as requested |
**HOURS**
The position hours will be from 8:30 AM – 5:00 PM, Monday – Friday with 30 minutes for lunch. This will be a non-exempt position.

**QUALIFICATIONS**
- Bachelor’s degree, with demonstrated volunteer leadership experience or prior experience in membership environment
- Possess a proficiency in Microsoft Office especially in Word and Excel; association management software (AMS) software experience preferred
- Excellent writing, customer service skills and attitude
- Ability to work in teams as well as independently and handle multiple tasks at one time.
- Ability to lift packages, usually not exceeding 30 lbs.
- Occasional limited travel outside DMV area may be required.

**OTHER:**
- Excellent health, benefit, and other benefits, including 401K fully vested on start date
- Position requires location in Washington, DC area
- Will consider graduating candidates and availability to start in late May or early June 2021.

**APPLICATIONS:**
- Apply with resume and cover letter to HR@sophe.org; no phone calls please.