**Office and Project Associate**

**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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| 35%   | **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 |
| 20%   | **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) |
| 10%   | **Provide administrative support to SOPHE CEO**  
        - Act as central point of contact for CEO  
        - Coordinate and maintain schedule  
        - Organize Zoom, Teams and in-person meetings  
        - Arrange travel as needed  
        - Post and maintain online documents such as meeting minutes and Board of Trustees materials |
| 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.