



ADMINISTRATOR JOB DESCRIPTION

The Vermont Lodging Association is seeking a part-time Administrator to help it carry forward its mission. The VLA is a volunteer driven and member-funded advocacy group. Its goals include retaining a professional and experienced lobbying firm to represent the Vermont lodging industry; serving as the spokesperson for its industry; and providing educational, networking and other resources to help a diverse membership of licensed Vermont lodging properties succeed.

<https://lodgingvt.com/>

Job Overview

The Administrator is an independent contractor position, budgeted for approximately 10-20 hours per week. This position reports to the Executive Committee consisting of the President, VP, Secretary and Treasurer.

The primary purpose of this position is to be “the glue” for the organization. The Administrator will be responsible for maintaining the smooth day to day operations of the association, keeping the action plans of the board moving forward in a timely manner; and providing a stable face of the organization in the eyes of the membership as well as the key communicator between the board members, committees, and members.

Administrative Job Responsibilities

Communications:

- Coordinate and send member meeting notices; help with meeting facilitation.
- Coordinate and send board and committee meeting notices.
- Attend Board meetings, take action notes and set up a follow-up list of action items in coordination with the Secretary.
- Newsletter – Collect information, coordinate with the Communications Committee, draft and send the newsletter.
- Email/Phone – Handle incoming email and phone inquiries. Respond to email queries or forward to the appropriate person.
- Ensure website and other VLA platforms content is up to date and accurate
- Maintain all office files – financial, membership, correspondence, etc.

Financial/Bookkeeping:

- Process payments and invoices for membership dues, events and programs
- Process all accounts payable invoices, schedule and cut checks.
- Reconcile credit card transactions daily.
- Coordinate such activities with the Treasurer.

Association Events:

- Prepare all meeting materials as required.
- Print and assemble name tags.
- Attend annual conferences for the registration desk and various activities as needed.
- Coordinate such activities with the Events Committee.

Membership CRM/Salesforce

- Maintain VLA membership data to ensure accurate information for all contacts, member properties and prospective members on VLA platforms (Salesforce, Constant Contact, etc.).
- Follow the onboarding process for new members and record all activity.
- Send informational emails and log calls for all member activities/requests through CRM.
- Maintain data in CRM for all vendors.
- Support membership drive activities.
- Increase member contact's awareness of activity, membership benefits & opportunities.
- Contact members to validate all contact and property details to maintain integrity of the database.
- Update member listing pages on VLA when appropriate.
- Assist member contacts with all questions regarding logging into member portal
- Coordinate such activities with the Executive and Membership Committees.

Onboarding of New members

- Welcome new members & gather all required member data to provide positive onboarding experience. Be the first point of contact for new member contact.
- Email announcement of new member to appropriate board members
- Processing new members on the website, Salesforce, QuickBooks
- Communicate with new members in accordance with the Onboarding process.

Skills and Requirements

- Previous similar experience is a plus especially as part of a non-profit organization.
- Self starter with the ability to manage multiple priorities with deadlines and interface with various VLA board committees and officers.
- Relationship skills.
- Proficiency with Excel, Word, Powerpoint, Google Drive shared folders, Quickbooks.
- Experience with CRM software preferred (e.g. Constant Contact, Wufoo, Salesforce).
- Experience maintaining website content. (wordpress).
- Independent Contractor will provide their own computer and operating systems. Access to VLA software i.e. Sales Force, Constant Contact, Quickbooks and others will be provided by VLA.