

NATIONAL CENTER FOR HIGHER EDUCATION RISK MANAGEMENT, LTD

ADMINISTRATIVE COORDINATOR AND OFFICE MANAGER

Position Description

NCHERM is a not-for-profit law and consulting firm based in Malvern, PA that is dedicated to best practices for campus health and safety. NCHERM also houses membership associations SCOPE (www.wearescope.org), NaBITA (www.nabita.org), ATIXA (www.atixa.org) and newsletter SAEN (www.studentaffairsnews.com). NCHERM seeks an experienced and knowledgeable administrative professional to serve and oversee a small, busy not-for-profit corporation.

The Administrative Coordinator will have overall responsibility for the day to day operations of the office, including serving as a first point of contact for NCHERM's college/university clients via phone and email, maintaining databases and websites, and working closely with the organization's executive staff.

Responsibilities

- Provide a high level of communication and service delivery, responding in a timely manner to client inquiries and concerns
- Review and respond to daily mail, email and faxes in a timely manner to facilitate the smooth running of the office
- Maintain and update all client files as necessary
- Work with clients to provide necessary paperwork and invoicing for consultancy services
- Participate in the development and maintenance of NCHERM and its affiliates' websites
- Assist in materials preparation/ mailing for regional and national conferences
- Provide support to NCHERM Executive Director in scheduling client meetings and phone calls
- Assist in the development of organizational efforts to create efficiency, consistency and standardization in branding, policies, processes, and procedures
- Answer phone calls for NCHERM, SCOPE, NaBITA and ATIXA
- Maintain relationships with service providers, technical support and vendor partners
- Facilitate weekly email blasts
- Process membership management tasks
- Assist with special projects
- Create a weekly summary of NCHERM and its affiliates' activities
- Occasional domestic travel to assist with conferences and trainings (up to 10 times per year)

Qualifications

- Must be an excellent multi-tasker and able to handle multiple projects at once
- Proficiency using Microsoft Office, including Excel
- Knowledge of Macromedia Contribute and Constant Contact preferred, but not required
- Excellent written and oral communication skills at all levels within an organization, including a high level of interpersonal skills to handle sensitive and confidential situations
- Must be flexible, organized and able to work in a fast-paced environment with proven ability to take initiative and work collaboratively with team members

- Experience establishing organizational systems to improve efficiency and functioning in a changing environment
- Healthy sense of humor required
- No smokers, please

The Administrative Coordinator reports directly to the Associate Executive Director and also works closely in conjunction with the Executive Director, Director of Professional Development Programs and Director of Client Relationships.

Compensation

Salary commensurate with skills and experience.

Interested candidates should submit a resume, cover letter, salary/benefit requirements and 3 references to:

Samantha Dutil

Associate Executive Director

NCHERM

Samantha@ncherm.org

Fax: 610-993-0228

No phone calls, please.