

Coordinator: Communications, Events

Reports to: Executive Director

Location: Ann Arbor, Michigan

FLSA Classification: Exempt

Hours: 40 hours per week; this is **not** a Telecommuting position

Responsibilities:

- Primary point of contact for external customers initiating work with the organization or checking the status of new opportunities of opportunities already in progress.
- Assists with daily operation of the organization, ensuring smooth and efficient workflow.
- Hands-on involvement in a variety of logistics, including reservations, event production through booth/venue scheduling, collateral creation and coordination and premium ordering.
- Responsible for tracking all invoices and expenses against budget.
- Reporting regularly to Medical Director on status of events, travel, and meeting
- Reporting regularly to Executive Director on fiscal status.
- Reporting regularly to Training Director for trainee and licensee updates.
- Reporting to Executive Director for daily task completion.
- Will staff conferences, workshops, and promotional events as needed.
- Serve as a strong ambassador for the organization with extensive knowledge of the organization products and services.
- Problem solve with customers and on daily projects.
- Maintain a high level of accuracy in all writing; correspondence, website content, and internal documents.
- Design and develop marketing collateral, letters, content for written correspondence and web-based content for audiences from diverse stakeholder groups.
- Make sound recommendations and decisions for organization's communication materials.
- Responsible for managing inventory of products, training materials, in-house premiums and fulfillment of promotions.
- Responsible for managing website content and social media updates, providing excellent customer service to persons who order from the website,
- Maintain mailing lists of customers, sales leads, trainees, vendors, and network of stakeholders
- Other duties as assigned and required.

Job Specifications:

Education: College degree required.

Experience: Minimum of 2 years of experience in administration with an emphasis on the coordination of events, marketing, communications, and/or customer service.

Skills and Abilities: Demonstrated ability to handle multiple projects and details simultaneously. Requires self-direction, tact, diplomacy and a clear, courteous, and capable manner when dealing with the public. Must demonstrate effective oral communication skills, the ability to work cooperatively, and have excellent interpersonal skills. Must be able to use MS Word, Excel, and database software at an intermediate to advanced level. Must have familiarity with most types of modern office equipment and online services for business functions. Experience with updating website content and social media required. Experience with webinars, Photoshop, and/or WordPress is a plus.