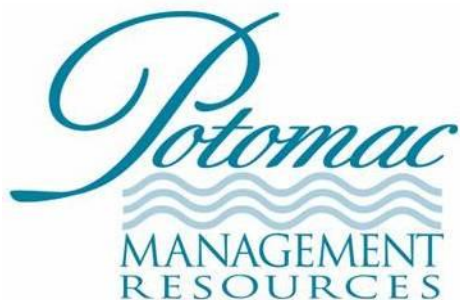




Job Description—Account Coordinator (February 2025)

Account Coordinators assist with the customer service aspects of client contracts. They are responsible for administrative functions regarding membership, programs, fundraising, donor relations, communications, and events. Account Coordinators report to the Account Manager/Director for each client and work to ensure that assigned tasks are completed properly and on time.

Supports

Account Staff & Meeting & Events Department

Reports to

Account Manager/Director

Responsibilities include, but not limited to:

General

- Answer phone lines (PMR and all clients)
- Attend staff meetings
- Maintain organized filing system
- Effectively communicate project status with other team members
- Complete special projects as assigned in a timely manner

Administrative

- Maintain organization of client filing system (email, collaborative systems)
- Assist in development of client collateral, reports, and event materials
- Ensure client files are organized and stocked for upcoming events/programs

Events

- Assist account manager/director with event details to set up event registration
- In conjunction with the account manager, ensure event website is always up-to-date
- Process and properly document payments
- Assist with speaker management/coordination
- Attendee name badge preparation and collation
- Ensure necessary materials for registration area are taken to event (lists, handouts, membership materials, speaker info, first aid kit, upcoming events, receipts, signage, onsite forms, etc.)
- Staff events

Communications (in conjunction with Account Team)

- Monitor/respond to client mail and email; forward relevant emails to other staff for follow up
- Provide customer service to members via phone and email
- Support outreach to members via email updates and newsletters
- Publicize client programs and activities via social, traditional, and other media channels

- Assist with design, printing, and distribution of marketing and promotional materials, such as save the date, invitation, email blasts, promotional items, program, signage and press releases

Membership

- Respond to membership inquiries
- Manage donor databases; send acknowledgement letters
- Work with Account Manager/Director to build membership, increase prospects

Program

- Coordinate special client programs such as mentor programs, recruitment campaigns, scholarship programs, grants, etc.
- Assist with continuing education paperwork and processing

Sponsorship

- Assist in tracking sponsorships & payments
 - Ensure sponsor benefits are fulfilled (e.g., onsite and promo recognition, registrations, etc)
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Qualifications

- Bachelor's degree preferred
- 0-1 years experience in field
- Experience in an association or customer service oriented position
- Organized, high level attention to detail
- Business writing skills
- Ability to work concurrently on multiple tasks and meet required deadlines
- Professionalism and strong work ethic
- Capacity to work in a team environment
- Basic experience with HTML preferred

Job Requirements

- Ability to read, speak, hear, understand, and communicate in English
- Ability to work from PMR's office location at least three (3) days/week, currently at 2800 Eisenhower Ave, Suite 210, Alexandria, VA 22314
- Ability to work occasional evenings and weekends
- Reliably transport up to the equivalent of a full pack & roll, medium-sized box, and a sign case
- Familiarity with Microsoft Windows, Microsoft Word, Microsoft Excel, Adobe Acrobat, email clients, web browsers and the ability to quickly learn and execute new software.
- High level of customer service and interpersonal skills

Essential Functions

Use the following equipment:

- multifunction printer/copier/scanner
- computer

Be able to meet the following physical demands:

- Perform/sustain light physical activity for up to 3 hours at a time
- Be self-sufficiently mobile for up to 3 hours at a time
- Lift up to 25 lbs.
- Carry up to 25 lbs.
- Sustain a 25 WPM typing speed for up to 1 hour at a time

Meet the following mental demands:

- Problem-solve
- Make decisions
- Interpret data
- Organize
- Write
- Plan

Be able to work in the following conditions:

- Indoors
- Long-term exposure to a VDT screen

Salary

- \$50,000-\$55,000/year, depending on experience

Benefits

- Medical/dental/eye plan
- Professional development opportunities
- Membership dues paid for industry associations
- Vacation and sick leave
- Comp time for required weekend hours
- Casual office atmosphere
- Simple IRA (after one year of employment)

How to Apply

Submit resume and cover letter to rebeccar@potomacmanagementresources.com. Please include your cover letter in both the body of your email and as an attachment to your email.

How to Stand Out From Other Applicants

Include a thoughtful cover letter. Extra attention to consistent formatting, proper grammar, and correct spelling is a good sign that you'll show the same professionalism with our clients. We strongly prefer one-page resumes. A concise resume shows that you respect our time, and increases the chance that we'll notice your best qualifications. For extra bonus points and to show that you're paying attention to this section, include your favorite color in the subject line of your email.