

# JOB DESCRIPTION



**JOB TITLE:** PROGRAM SUPPORT SPECIALIST  
**REPORTS TO:** MANAGER, PROGRAM SUPPORT TEAM  
**DEPARTMENT:** OPERATIONS & ADMINISTRATION

**FLSA STATUS:** NON-EXEMPT  
**DIRECT REPORTS:** NO  
**EFFECTIVE DATE:** JULY 17, 2019

## POSITION SUMMARY

The NT Lakis Program Support Team (PST) provides operations and administrative services to the firm and its consulting company and non-profit association affiliates. Program Support Specialists serve as key members of the PST, providing cross-functional business support services to the firm's education and training, membership, meetings and events, operations, and administration program areas.

## ESSENTIAL RESPONSIBILITIES

### EDUCATION AND TRAINING

- Assists in developing and updating training-related materials (presentations, outlines, guides)
- Coordinates logistics for in-person and online training events
- Reviews and edits training-related communications for accurate and error-free content
- Administers and coordinates participant registration process
- Generates and analyzes reports on training-related metrics, including attendance and financial performance

### MEMBERSHIP, MEETINGS, AND EVENTS

- Coordinates and responds to requests from association members and prospective members
- Oversees quality and integrity of association management system (iMIS) records
- Processes conference, meeting, and event registrations and related transactions
- Generates and analyzes reports on event-related metrics, including attendance and financial performance
- Coordinates meeting and event-related activities, schedules, and speakers

### OFFICE OPERATIONS AND ADMINISTRATION

- Answers, directs, and processes inbound calls, messages, and general inquiries
- Welcomes and greets visitors/guests according to the firm's highest standards of client service
- Provides callers, guests, and visitors with information about the firm's operations
- Coordinates conference room and training center reservations
- Provides calendar, travel, filing, and administrative support to firm partners, attorneys, and managers

## KNOWLEDGE, SKILLS, AND ABILITIES

- Strong organizational and project management skills
- Excellent oral and written communications skills
- Proven ability to multi-task and work both independently and as part of a team
- Experienced and skilled with office automation tools
- Diplomacy and the ability to effectively interact with all levels of staff
- Demonstrated ability to provide consistently high levels of client/customer service
- Ability to manage multiple priorities and deliver results in a deadline-driven environment

## EDUCATION AND EXPERIENCE

- Bachelor's degree in a business-related field required
- Successful experience working in an office, call center, or customer/client service role preferred
- Experience with Microsoft Word, Excel, PowerPoint, and Outlook
- Experience with association management systems preferred

## ATTRIBUTES

- Holds a strong work ethic and maintains a positive attitude
- Committed to consistently delivering outstanding client service
- Pays attention to detail
- Enjoys working in a team setting
- Maintains a professional presence

To apply send cover letter and résumé to [careers@ntlakis.com](mailto:careers@ntlakis.com).