

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: OCT. 1, 2016

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

- Assist in developing and updating training-related materials (presentations, outlines, guides)
- Coordinate logistics for in-person and online training events
- Review and edit training-related communications for accurate and error-free content
- Administer and coordinate participant registration process
- Generate and analyze reports on training-related metrics, including attendance and financial performance

MEMBERSHIP, MEETINGS, AND EVENTS

- Coordinate and respond to requests from association members and prospective members
- Oversee quality and integrity of association management system (iMIS) records
- Process conference, meeting, and event registrations and related transactions
- Generate and analyze reports on event-related metrics, including attendance and financial performance
- Coordinate meeting and event-related activities, schedules, and speakers

OFFICE OPERATIONS AND ADMINISTRATION

- Answer, direct, record, and process inbound calls, messages, and general inquiries
- Welcome and greet visitors/guests according to the firm's highest standards of client service
- Provide callers, guests, and visitors with information about the firm's operations
- Coordinate conference room and training center reservations
- Provide 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
- Able 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
- Able to manage multiple and sometimes conflicting tasks and priorities