

## The Solution is looking for a Catalyst

The Solution's Catalyst is an administrative wizard that supports local, state and national clients and their members across various industries. To keep The Solution's stellar reputation at the top of the charts, our Catalysts respond to mountains of emails and take plenty of phone calls. We answer questions, we plan events, we design newsletters and write content for social media.

### As a Catalyst, a typical day might include the following:

- Help a member register for a conference online
- Reset a password for an important client that is not tech-savvy
- Check the ACH status of all of the members that renewed last month to ensure their credit cards went through
- Proofread a newsletter article written by a code enforcement officer in Massachusetts
- Enter a new member into a client database
- Brainstorm ideas with The Solution Team to help increase membership with a particular client
- Ship a box of books to a member on the Western Slope
- Register one of our awesome members for an event
- Create social media content for a client or two or three
- Send a welcome letter and a decal to a new member that joined one of our client organizations
- Clean up a membership list passed down from our National affiliate to ensure it matches our local chapter

### This job might be for you if:

You enjoy solving problems. You love taking on a challenge and finding a creative solution. You don't get flustered easily. If you don't know the answer, you will dig until you find it. If you can't find it, you will ask, and not let the problem collect dust.

You like helping people. You are patient, level-headed and cool under pressure. Teaching someone something new makes you feel warm and fuzzy inside.

You pay attention to the details. As far as you are concerned, anything worth doing is worth doing right, every single time. You stay focused. Nothing falls through the cracks on your watch.

You think on your feet. You like learning new things and you learn quickly. When things change, you know how to roll with the punches.

You communicate clearly. Your charming personality bursts through in your writing. You speak eloquently. You can explain just about anything to anyone, and you are comfortable communicating in writing and on the phone.

You are motivated and driven. You volunteer for new challenges without waiting to be asked. You are going to take ownership of the time you spend with us and truly make a difference.

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We are looking for a Catalyst, in every sense of the word. Someone who can juggle modern technology with good old fashioned customer service. A go-getter who can solve problems and keep our clients excited about where we take them. If this describes you... what are you waiting for?! Send us your resume, your newsletter and let's get an interview scheduled! We will be holding the first round of interviews on Tuesday, November 13<sup>th</sup>.

**PS:** Association Management or Chamber of Commerce experience would be a major plus, but is not required.

**Do you think you have what it takes to be a Catalyst for The Solution?** To apply for this position, email your resume to The Solution's CEO, Dot Miller: [Dot@TheSolutionWebsite.com](mailto:Dot@TheSolutionWebsite.com) by Friday, October 26<sup>th</sup>.

**Let's see what you've got...** Please create a newsletter (it doesn't have to be long) and send it in PDF format along with your resume. It can be on any topic. We are looking for your writing style, design work, creativity and photo choices.

**Show me the money...** Salary is based on your experience and there is room for growth at **The Solution**.

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