



Job Title: Deputy Director

Location: Remote with accessibility to an office in Arvada, Colorado

Effective Date: June 2022

Time Commitment: Full Time

Reports to: President/CEO

Salary: \$55,000 – \$65,000 per year based on experience

Please return your resume to The Solution CEO, Dot Miller, at dot@thesolutionwebsite.com by May 20th.

The Solution, Inc., is a full-service association management company (AMC) that maximizes the value and potential of our clients' organizations, while stimulating growth and engagement. We specialize in professional and membership associations, nonprofit organizations and chambers of commerce across Colorado and nationwide. We are fiercely loyal to our clients. We are **The Solution**.

To read more about The Solution, please visit www.thesolutionwebsite.com.

Job Summary:

The Deputy Director is responsible for working with the CEO to manage meetings and programs of a Development Council, legacy and leadership programs, investor relations and implementing investor strategy. This position will also be responsible for website redevelopment and social media marketing through story telling through the member and investor lens.

Specific responsibilities are listed in each scope of work for the specific client. The following represents the most frequent examples.

Duties/Responsibilities:

- Establishes a strong relationship with members, focused on correspondence and troubleshooting
- Provides leadership in the development of the organization's statement of vision, mission, goals and the corresponding strategies, plans, and budgets to achieve them
- Ensures the development of priority plans, performance measurements, management controls, and critical success factors
- Provides administrative support to the organization through investor follow ups and pre-meeting preparation
- Manages day-to-day operations of client by monitoring and responding to email and phone calls from CEO, members, investors and volunteers
- Oversees website and social media content and strategy
- Oversees, plans, promotes, and attends assigned programs
- Oversees and implements communication to members including email, phone, mail, and website management
- Oversees all aspects of member development including recruitment, onboarding, and retention
- Maintains the necessary contacts to keep abreast of emerging issues of significance to the organization
- Handles all logistics related to training and other events to include sponsorship development, contract negotiation, onsite support, volunteer coordination and registration
- Problem-solve gaps in communication and database management

Required Skills/Abilities:

- Excellent verbal and written communication skills
- Interpersonal and customer service skills

- Sales and customer service skills
- Organizational skills and attention to detail
- Time management skills with a proven ability to meet deadlines
- Analytical and problem-solving skills
- Supervisory and leadership skills
- Ability to prioritize tasks and to delegate them when appropriate
- Ability to function well in a high-paced and at times stressful environment
- Proficient with Microsoft Office Suite or similar software

Education and Experience:

- High school diploma or equivalent
- At least three to five years of experience in association preferred, but not required
- Current CAE credentials or certification preferred
- Experience working with databases, CRM and/or ability to learn new technology software

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer
- Must be able to lift up to 15 pounds at times