



THE SOLUTION

Yes Is The Answer

Association Management | Education | Facilitation | Guidance

The Solution: An Association Management Company
www.TheSolutionWebsite.com | 303-885-2501

We are hiring! Lucky you!

Job Title: A Catalyst otherwise known as an Account Manager
Location: Florida

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 have exceptional customer service and relationship-building skills. We respond to daily emails and phone calls. We answer questions, we plan events, we design newsletters and write content for social media. We are looking for an additional team member who will be responsible for assisting multiple clients while keeping multiple projects on track. Incredible organizational skills and exceptional communication skills are a must. If you don't have them, please don't apply. We are looking for a champion. Does that sound like you?

This is a part-time, work-from-home position. Salary will start between \$40,000 and \$50,000, based on your experience. After you have completed six months of training, you are eligible to receive a 10% bonus as well as a raise. Additionally, there is a potential for growth and upward mobility in our company. Our benefit package is super cool too and starts from day one. We pay for your health insurance and dental! We also match your IRA contribution. We have a flexible schedule with unlimited PTO/vacation days. As long as you are taking care of our clients, take all the time you want.

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 member client who has industry knowledge
- Enter a new member into a client database
- Brainstorm ideas with The Solution Team to help increase membership for a particular client
- Create a graphic in Canva for a social media campaign for a client, or two or three
- Send a welcome letter and a decal to a new member who joined one of our client organizations
- Clean up a membership list passed down from our National affiliate to ensure it matches our local chapter
- Drive to a conference, set up the registration table and greet members as they arrive

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 are not afraid of learning new technologies. From Canva to Constant Contact to each client database, you don't need to know them, but can't be afraid to learn them.

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.

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!

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

If you are interested in the responsibilities listed above, and if you are a self-motivated and super organized individual, please email your resume to Dot@TheSolutionWebsite.com.