

Job Description: Special Assistant, Events and Membership
April 2022

SUMMARY

The Pacific Council seeks to hire an Special Assistant to provide administrative excellence to its events and membership (i.e. “engagement”) program. This role supports the organization’s mission to build the capacity of Los Angeles and California for impact on global issues, discourse, and policy. The role includes vendor and speaker outreach, stakeholder communications, billing and payment processing, donation acknowledgment, database upkeep, event-logistics coordination, travel coordination, calendar management, and maintenance of the department’s project management platforms. This role requires strong attention to detail, professionalism, and the ability to engage with a wide variety of internal and external stakeholders.

The Special Assistant, Events and Membership brings administrative expertise, international affairs knowledge, and customer-service mentality to the role.

DUTIES AND RESPONSIBILITIES

Administrative support

- Organizes and expedites flow of work through the department.
- Initiates follow-up action after internal and external meetings and email chains
- Researches the (speaker/ global affairs industry) market and maintains potential speaker and member lists for use across the department
- Assists in program budget preparation and administration: researches vendors and costs, tracks and monitors budget expenditures
- Supports event logistics, including vendor, venue, and food & beverage research and outreach
- Supports virtual events production on Zoom and other relevant event platforms
- Maintains website information including event and membership content, graphical and multimedia displays and communications
- Composes business correspondence, reports, confidential documents and/or forms, and related materials for member recruitment and billing processes

Record keeping and organization

- Gathers data for departmental reports, including member engagement data, event attendance, and progress-to-financial goals information. Conducts preliminary data analysis.
- Monitors program and project progress and updates project management tools regularly
- Manages calendars for the department, including scheduling events, organizing internal meetings, supporting the scheduling and organization of program activities, and managing calendar invitations to external stakeholders, including board and advisory committee members, event speakers and moderators, members, funders, etc.
- Processes event registrations and event and membership payments; issues gift acknowledgements
- Builds, documents, and improves internal processes and workflows, including SOP documentation
- Manages all member data; pulls regular reports and initiates data clean-up processes and conducts necessary outreach to update records

Customer service

- Promptly answers inquiries from members about recruitment, renewals, and upcoming activity.
- Screens and prioritizes incoming calls on behalf of the department
- Initiates initial outreach and follow-ups with relevant stakeholders, including event speakers and participants, members, and others via digital correspondence and phone
- Shares program information with other staff or consultants as requested
- Composes and disseminates communications to stakeholders related to events and membership

REQUIREMENTS AND QUALIFICATIONS

- 3-4 years relevant experience, such as event management, association management, fundraising, sales, marketing and / or program delivery
- High energy, positive “can-do” attitude, flexibility, teamwork, impeccable attention to detail, and high degree of initiative.
- Demonstrated ability to develop and manage complex relationships across various levels and functional areas.
- Demonstrated, deep commitment to mission, core values, and our commitment to diversity and inclusion.
- Proficiency with CRMs, project management tools, Microsoft Office, Google Drive programs, Apple and PC operating systems, and Zoom
- Employee must abide by USC’s COVID-19 protocols at all times.

PREFERRED QUALIFICATIONS

- Bachelor’s degree strongly preferred
- Experience working in government or other international affairs setting
- Strong organizational skills and attention to detail
- Strong writing and communication skills
- Experience in and capacity to work in a fast-paced work environment
- Ability to multi-task and manage various project elements simultaneously
- Proficiency with Salesforce

ADDITIONAL QUALITIES NEEDED

- Relationship Management: Able to cross manage their peers and supervisors against internal project deadlines and initiatives. Balance their own projects against the needs of others. Able to work independently as well as on a team. Understand urgent versus important.
- Executes to Results: Strong ability to create and execute against work plans. History of meeting goals and achieving benchmarks and holding self and others accountable. Trouble-shoot and work well with others. Ability to manage a high volume of transactions and be productive in a fast-paced multitasked environment. Committed to process and efficiency. Must be very detail-oriented.
- Communication: Demonstrated ability to communicate clearly and effectively, both verbally and written. Good listener, empathetic team player, and flexible.
- Subject-Matter Understanding: A background or interest in international affairs and/or public policy.

COMPENSATION AND BENEFITS

- Salary range: \$48,000-\$53,500, commensurate with experience. This is a nonexempt role that is eligible for overtime.
- USC has excellent benefits, including health benefits for staff and their family with access to the renowned university medical network; eligibility for retirement plans with employer contributions after six months of employment; tuition benefits for staff and their family; free Professional Development classes; central Los Angeles location with easy access to commuter trains, buses and free tram pick up services; discounts to sporting and other campus events.

Pacific Council overview

The Los Angeles-based Pacific Council on International Policy (pacificcouncil.org) is an independent, nonpartisan organization committed to building the vast potential of the West Coast for impact on global issues, discourse, and policy. Since 1995, the Pacific Council has hosted discussion events on issues of international importance, convened task forces and working groups to address pressing policy challenges, and built a network of globally-minded members across the West Coast and the world.

The Pacific Council's activities in Los Angeles – conferences, speaker events, task forces, working groups, and delegations – offer a forum for the creation and exchange of ideas and tools to advocate for sound global policy. The Council is governed by a Board of Directors. Dr. Jerrold D. Green serves as President and CEO.

As a West Coast organization focused on international affairs, the Pacific Council applies significant energy to making an impact through programs and projects with special resonance for our region of the world.

TO APPLY

To apply please visit <https://usccareers.usc.edu>

No phone calls, and please do not contact existing staff about this opportunity.