



2840 West Bay Dr. #141
Belleair Bluffs FL 33770-2620
727-940-2658 x 1001

About Arden Solutions Association Management Company

Arden Solutions is an [Association Management Company](#) that helps professional associations find good solutions to their management challenges and conference needs. This position is for full-time assistance, 40 hours per week. The company is virtual and requires work-at-home in a dedicated, quiet office area. The position reports to the president of the company and will also functionally report to and work directly with an Account Executive and the client(s) assigned to them. Association management requires flexibility so that the person hired can expect to work on a variety of programs as needed though having a primary assignment coinciding with one Account Executive. Arden Solutions values diversity and does not discriminate in our hiring practices.

Job Description Summary

Administrative Assistant (AA)

1. Expectations for the position – The Administrative Assistant is expected to provide general support for association clients of Arden Solutions. Flexibility and the ability to self-motivate and manage time wisely is critical. Our business requires attention to many details and use of several software solutions including membership databases, conference planning/agenda organization, project management, website upkeep, as well as excellent customer service in email and phone.
2. Responsibilities and Duties
 - a. Answer phone and reply to email requests for information and assistance.
 - b. Database Membership Management: maintain and update client records; stay abreast of system changes and how they relate to client services.
 - c. Assist Account Executive with client-specific tasks such as journals, agendas for meetings and conferences, awards and grants programs, and other elements of managing an association.
 - d. Direct responsibility for conferences and events registration, invoicing, attending client events and providing onsite check-in and client care.
 - e. Invoicing and member billing
 - f. Work with bookkeeper to address database-to-bank reconciliation questions.
 - g. Travel will be required; applicants should have flexibility.
3. Qualifications and skills
 - a. Association management experience strongly preferred
 - b. The minimum of an associate degree or equivalent. Earned certificate and/or certifications might be considered for substitution for an associate degree.
 - c. Soft skills and personal approach to serving clients' needs are essential:
 - i. Friendly and helpful customer service skills
 - ii. Team-worker who joins the entire staff in staff-wide efforts, problem-solving

- iii. Attention to detail and strong organizational skills
- iv. Cheerful outlook
- d. Hard skills and software support Arden Solutions' efficiency and productivity
 - i. Knowledge of relational databases and how they work. The effective AA applicant does not need to know the databases Arden Solutions uses but needs background and experience using relational databases and how they work.
 - ii. Adept user of Microsoft 365 including Word, Excel, PowerPoint; Adobe PDF.
 - iii. Proficient and comfortable using video conferencing platforms such as Zoom.
 - iv. Able to learn new software applications quickly.
 - v. Payment processing experience.
 - vi. Able to write as well as edit both small and large documents accurately
 - vii. Problem solving
 - viii. Multi-tasking
 - ix. Able to maintain client confidentiality
 - x. Bonus skills include:
 - 1. Editing documents
 - 2. Social media skills
 - 3. Photoshop and design
 - 4. Website updating and HTML knowledge
- 4. Salary Range \$30,000 to \$40,000 depending on background experience, academic degrees, and certification(s).
- 5. Benefits and perks
 - a. Flexible work schedule
 - b. Virtual work from any location within USA time zones.
- 6. Notes
 - a. Background checks will be required.
 - b. Able to lift 25 pounds

To Apply:

Please send cover letter specifying your education, training, and most importantly, your experience in this or similar roles. Please use the job description to guide your application. Be sure to include your resume and your contact email and phone number. You need not live in the Tampa Bay region to apply since this is a fully virtual position. Send your application to gphillips@ardensolutions.com. We will be reviewing applications as they arrive. If you have questions, please contact Dr. Ginger Phillips at the email address given.