

 PROFESSIONAL SUPPORT SERVICES			
Original Issue Date: January 2026	Revision Date:	Revision Level: A	Department: Professional Support Services
Position Title: <i>Professional Support Specialist</i>		Reports To: <i>Director of Professional Support Services</i>	

BASIC FUNCTION:

The Professional Support Specialist is a key team member responsible for ensuring the smooth day-to-day operations of multiple client accounts. This role provides high-level executive support, manages projects, and fosters clear communication and coordination among internal and external stakeholders. Serving as the primary point of contact, the specialist oversees client communications, invoicing, and relationship management to deliver exceptional service and maintain strong client partnerships.

RESPONSIBILITIES:

1. Client Management

- Serve as the primary point of contact for assigned clients, ensuring timely and professional communication.
- Respond to client inquiries, concerns, and requests with a solutions-oriented mindset.
- Build and maintain strong client relationships to support satisfaction and long-term retention.
- Provide requested information and updates to clients and partners promptly.

2. Executive Support

- Coordinate board and committee meetings, including scheduling, agenda preparation, facilitation, and follow-up communication.
- Attend meetings, take detailed notes, and distribute action items within 1–2 business days.
- Manage logistics for virtual meetings, including starting, recording, and troubleshooting technology.
- Maintain organized and responsive email inboxes by addressing routine inquiries and flagging priority items.
- Draft and send professional emails and communications on behalf of clients or team members.
- Oversee calendar management, including scheduling meetings and aligning availability across parties.
- Support time and task management by maintaining reminders and tracking deadlines.
- Create and maintain organized documents, forms, and contact databases to ensure data accuracy.

3. Project and Platform Management

- Update project management tools and CRM systems with accurate data and timelines.
- Track progress on active projects and support follow-through on deliverables.

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- Identify and recommend process improvements and best practices to streamline operations.
- Manage client-specific digital platforms, ensuring current and accurate content.

4. Marketing and Event Support

- Assist with marketing initiatives such as social media posts, website content, and digital newsletters.
- Design and manage online registration sites; monitor registration data and provide reports.
- Troubleshoot registration or access issues and coordinate event reminder communications.
- Coordinate printing, packaging, and distribution of physical mailers.
- Provide on-site event support and assist with troubleshooting as needed.

QUALIFICATIONS:

- Associate or Bachelor's degree in Administrative Support, Business Administration, or a related field preferred.
- Proven experience in administrative, client service, or project coordination roles.
- Excellent verbal and written communication skills with strong attention to detail.
- Ability to present information clearly and professionally, both orally and in writing.
- Strong customer service orientation with a commitment to responsiveness and client satisfaction.
- Proactive problem-solving skills with the ability to anticipate needs and resolve issues independently.
- Adaptable and open to feedback; able to shift priorities and approach based on client or team needs.
- Exceptional organizational and time management skills; able to manage multiple projects and deadlines simultaneously.
- High standards for accuracy and quality, especially in documentation and data handling.
- Ability to perform well under pressure and work collaboratively across teams.
- Confident interpersonal and networking skills, with a professional and engaging demeanor.
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, Publisher).
- Experience using virtual platforms such as Microsoft Teams and Zoom.
- Willingness and ability to quickly learn new tools and software (e.g., QuickBooks, CRMs, project management systems).



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Work Schedule:

This is a full-time position requiring 40 hours per week. Schedule may vary based on client needs and could occasionally include evening or weekend hours.

<i>REVISION LETTER</i>	<i>REVISION DATE</i>	<i>REVISION DESCRIPTION</i>
A	May 2025	Initial release



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