Position Summary

The Administrative & Operations Specialist performs a variety of clerical tasks unique to the work unit requiring discretion, initiative and independent judgment in performance of duties. Such duties will include, day-to-day operations of answering phones, separating mail, maintaining and updating files, organizing conference calls, assisting in event planning, and maintaining data bases for the Association of University Research Parks (AURP). AURP is the professional association representing university-related research, science and technology parks. AURP’s membership is comprised of research parks from 200+ of the world’s top research universities, institutes, and communities. “Creating an environment that encourages innovation and entrepreneurship” is a top priority of our AURP members. This involves the design and creation of new research and laboratory space, new mixed-use communities, and new collaborative programs.

Duties & Essential Job Functions

The Administrative & Operations Specialist's duties include:

- Day-to-day operations, answering phones, receiving and directing visitors, maintaining office inventory, and office equipment, such as copiers, printers, etc.
- Coordinating regular conference calls with AURP Committees, Board of Directors, Peer-to-Peer Networks, potential partners, webinars and podcasts
- Maintaining membership database insuring all profiles are updated and assisting with onboarding of new members, and tracking the overall performance of all membership activities
- Working with other team members to keep website current and sending weekly newsletters/e-blasts or posting to social media outlets
- Assisting with AURP events, including registration, set-up, finding location to host event, etc.
- Assisting bookkeeper with follow up communications for past due invoices/sponsorships
- Performance of additional job duties as assigned

Requirements

- 3+ years of experience in a member recruitment, and/or marketing role.
- College diploma or university degree
- Knowledge of association and/or not-for profit organizations a plus
- Well-developed communication skills, including the ability to use effective listening and verbal communication skills, the ability to communicate with people at all levels and the ability to write effective business correspondence
- Well-developed time management skills, including the ability to identify, prioritize and complete tasks and projects in an affective and timely manner
- Collaborative to the core – strong team player who is comfortable working with everyone from members to Board of Directors, as well as alone
- Strong customer service skills, ability to deal tactfully with people and develop good negotiations and conflict resolution skills
- Strong attention to detail and desire to create high quality communications with our current and potential membership and sponsors
- Some experience using social media platforms
- Ability to learn and apply new software that promotes AURP’s mission
- Sound analytical and organizational skills
• Ability to make good, independent decisions and be able to effectively deal with stress
• Physical requirement-be able to lift/carry at least 35 pounds, important when assisting with shipping and set-up of tradeshow booths
• Working 40 hours/week, may require weekend, early or after hours, or extended work weeks to accomplish deadlines and goals
• Some travel required