

ICF Cleveland Virtual Administrator
Job Description **Final**
Updated: 10.26.2020

Position Details

Contract Position

Start Date: ASAP

Number of Hours:

- Guaranteed 15 hours per month
- May range up to 40 hours per month
- Distributed throughout the month; with a concentration near the chapter meeting.

Compensation: \$26-33 per hour depending on experience.

Reports to Chapter President and supports all committees of ICF Cleveland, a Charter Chapter of the International Coaching Federation.

Location: NE Ohio preferred.

Duties

The Board and leadership of ICF Cleveland manages the administrative, logistical, and technical activities of the chapter. The Virtual Assistant will assist in the day-to-day operation of the chapter:

- Supporting Membership Committee Activities by:
 - Managing accurate member information in the Chapter Database.
 - Supporting the planning, promotion, and production of in-person and virtual events.
- Supporting Programming Committee Activities by:
 - Working with the Programming Committee to plan, produce, and ensure the success of programming of the chapter.
 - Assisting with Presenter selection and coordination, including:
 - Receiving Presenter Proposals sent to the chapter and collecting materials prior to review by the Programs Committee.
 - Coordinating with Presenters and the Programs Committee on details and requirements for chapter events.

- Ensuring all presentation-related materials are received from the Presenter and distributed appropriately to participants either in advance or at the event.
- Supporting the planning, promotion, and production of in-person and virtual events.
- Managing the Chapter's online activities, including but not limited to:
 - Producing a monthly newsletter, in partnership with ICF Cleveland Board and committee chairs.
 - Regularly posting to the Chapter's social media accounts (including, but not limited to Facebook, Twitter, and Instagram) by following a schedule and strategy created by Chapter Leadership.
 - Creating online surveys in coordination with Committee and Chapter Leadership.
 - Maintaining chapter website, via ICF Cleveland ClubXpress account.
 - Promoting upcoming all Chapter and Committee events as appropriate via email, social media, and updates to the Chapter website and calendar.
- Participating in the financial management of the chapter, including
 - Maintaining records of all financial transactions of the organization
 - Ensuring all vendors are paid in a timely manner
 - Coordinating with the Chapter's accountant to provide the necessary documents and records, including tax records and documentation.
 - Responding to members and potential members financial questions.
 - Working with ICF Global to process transactions that reflect the financial side of the chapter partnership.
 - Supporting treasurer and finance committee activities as needed.
- Supporting the production of all Chapter online and in-person events
 - In-person event responsibilities include:
 - Coordinating and communicating with vendors for event space, refreshments, and equipment (when necessary).

- Communicate with Chapter President, Programming Chair, and other necessary contacts to ensure set up/space, timing, supplies, and materials.
- Online event responsibilities include:
 - Coordinating with all event presenters (within the Chapter and Guests) to establish technical requirements and ensure capabilities.
 - Scheduling Zoom meetings via the Chapter Account with appropriate settings.
 - Finalizing event Technical Script
 - Serving as Technical Director and Zoom host during the event to ensure presentations are properly recorded, participants gain access, and permissions for hosts, presenters, and participants are properly managed.
- Responsibilities for all events include:
 - Attending meetings
 - Setting up, monitoring, and communicating with Leadership as needed about event registration.
 - Securing and delivering any payments to vendors or presenters for events.
 - Securing presenter or participant gifts as needed.
 - Facilitating the creation of copies and/or distributing any support materials as needed (in advance or at/during event)
- Communicating with members and prospective members about membership, programs, benefits, costs, fees or other topics. Direct inquiries to appropriate contacts or resources.
- Other administrative duties as required.

The required skills and qualifications for this Virtual Assistant role include:

- Attention to detail
- Problem solving skills
- Good written and verbal communication skills
- Technology
 - MS Office Suite, Google Drive/Docs/Sheets, Dropbox, Zoom
 - Social media platforms including but not limited to Facebook, LinkedIn, and Twitter
- Ability to work with minimum supervision
- Must have own personal computer and reliable high-speed internet access
- Must have ability to work early mornings to provide support at monthly chapter meetings (Currently, meetings start at 7:30 am Eastern Time, typically on second Friday of the month)
- While an understanding of coaching and the wider coaching industry may be helpful, the ICF Cleveland Chapter prefers that the virtual chapter administrator NOT be a working coach who is looking to supplement their coaching practice with this role. Professional administrative skills outweigh professional coaching skills in this role.

About ICF Cleveland

The Cleveland Chapter of International Coaching Federation is an all-volunteer 501c(3) organization with the mission to *Advance the Art, Science, and Practice of Professional Coaching in NE Ohio*. The chapter delivers on this mission by helping members develop their coaching skills and grow their businesses.

ICF Cleveland hosts monthly chapter meetings built around educational presentations by local and national experts in the coaching or related industry. The chapter maintains a website to market, promote and manage reservations for all events. ICF Cleveland also maintains a presence on social media, including Facebook, Instagram, LinkedIn and Twitter.

The chapter is actively working to increase its engagement with and impact on the coaching community regionally, nationally, and internationally.

To Apply: Please email cover letter and resume to icfclevelandchapter@gmail.com.