

Keystone Symposia Job Description

Job Title: Program Implementation Associate
Department: Program Implementation
Reports to: Liz Crandall - Program Implementation Manager
FLSA Status: Non-Exempt - (Hourly, year-round)

SUMMARY

The Program Implementation Associate has an essential role in providing excellent administrative support for the Programs Department. This role is responsible for composing and delivering a variety of communications to all speakers/presenters, and monitors deadlines for each meeting. This role will require work that is generally independent yet collaborative in nature. This role will report to the Program Implementation Manager. Working 4-5 days a week in our Silverthorne, Colorado office will be required for the first 30 days with hybrid work 2 days a week when trained and proficient in the position.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned:

- Assist the Program Implementation Manager with all data entry for implementation of Keystone Symposia meetings (including but not limited to entering agendas, programs, speaker/short talk/chair responses, speaker abstracts, talk titles, A/V requirements, etc.).
- Answer inquiries and requests from invited speakers/short talk/workshop presenters and respond appropriately and professionally in a timely manner with excellent customer service. Emails include those pertaining to abstracts, travel arrangements, A/V, talk titles and logistics, and speaker/organizer registrations.
- Coordinate with other departments to answer questions and solve problems concerning speaker/short talk accounts, abstract uploads, or other various program issues.
- Creates the process checklist for every meeting season to include all meeting-specific deadlines. Works with the Program Implementation Manager to review progress on deadlines and notes any changes in deadline dates (e.g., extending abstract deadlines).
- Assists with compiling all meeting-specific instructions and materials for short talk/workshop selections to organizers. This includes reviewing abstracts for completeness per our abstract guidelines, as well as creating program templates for Organizers to assist with the selection process.
- Invites short talks and workshop presenters and keeps track of all acceptances and declines.
- Follows up with outstanding speakers and short talks for response to invitations.
- Assists with sending all scheduled reminder emails to speakers and short talk presenters conveying various information, to include reminder to update talk title/institute, reminder of talk logistics (i.e., time of talk, length of talk, current program), onsite AV logistics, and reminder of On Demand/Livestream recording.
- Communicates all speaker cancellations and/or declines with the Program Implementation Manager.
- Attention to detail is required for proofing programs and reconciling all speaker and short talk/workshop registration prior to the start of each meeting.
- Assists with reviewing all speaker/short talk/workshop logistics in the new database (including but not limited to reviewing talk titles for completeness, ensuring AV requirements are complete, and ensuring all presenters are registered).

EDUCATION and/or EXPERIENCE

- Bachelor's Degree from a four-year college or university and 1-3 years related experience and/or training or equivalent combination of education and experience.
- Ability to effectively manage multiple deadlines simultaneously.
- Detail-oriented, organized, deadline-driven.
- Able to effectively communicate internally across departments, as well as externally with speakers and meeting organizers.
- Motivated self-starter with the ability to work independently with purpose and accuracy in a fast-paced environment.
- High proficiency in all areas of Microsoft Office including Outlook, Word, Excel and PowerPoint. The Program Implementation Manager will provide extensive training on internal databases and procedures.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

SKILLS & LANGUAGE

- English speaking. Other languages are helpful but not required.
- Excellent Customer Service Skills.
- Experience with Microsoft Outlook, Word, and intermediate to advanced Excel is essential.
- High attention to detail is required.
- Excellent multi-tasking and researching skills.
- Ability to work in a fast-paced team environment.
- Ability to write routine correspondence and perform routine tasks.
- Ability to effectively communicate with customers and other employees.
- Ability to meet hard deadlines with accuracy and efficiency.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

COMPENSATION

The pay for this position is \$22.00-\$25.00 per hour depending on experience. The position is full-time (40 hours per week), year-round with benefits.