



JOB TITLE	Office Coordinator
DIVISION/DEPARTMENT	International ACAC Staff
LOCATION	Remote, U.S. Based
TYPE OF POSITION	Hourly, Part-Time (20 hours per week)

Why This Role Matters

Working under the direction of the Executive Director and alongside the Headquarters (HQ) Team, this role will **keep the day-to-day work of a global professional association running smoothly**—supporting approximately 4,000 members in more than 90 countries, the Executive Board, and committees in support of [the mission of International ACAC](#).

What Success Looks Like in This Role

- General inquiries and the shared email account are handled promptly, professionally, and accurately.
- Members and committees receive the information and support they need in a timely manner.
- Membership database records are accurate, up to date, and well maintained.
- Organizational records and files are organized and easy to find.
- Events and Board initiatives run smoothly with reliable administrative support.
- Develops strong working relationships with the Executive Director, HQ Team, and Executive Board.

Key Responsibilities

Communications

- Respond to general inquiries about International ACAC and support management of the general email account.
- Assist with social media outreach to the membership.
- Deliver quality customer service through professional, respectful, and engaging communications.

Membership Support

- Support members and committees by providing necessary information and communicating in a timely manner.
- Facilitate processes in support of organizational initiatives.

Data Management

- Assist with management of the membership database, including maintaining data integrity.

- Update member profiles as needed to ensure accurate and up-to-date records.
- Support the Executive Director in records management for the organization.

Financial Support

- Support updating and maintaining budget spreadsheets and monthly financial reports.
- Support and maintain external reimbursement and invoicing processes.
- With the support of the Executive Director, maintain account management with banking institutions and any other external accounts.

Event Planning

- Support planning of the Annual Conference and other events as needed.
- Draft communications, respond to member inquiries, gather data and records, and assist with other administrative processes.

Organizational Support

- Assist with calendar updates and management.
- Provide support to the Executive Director and/or Board members and committees on specific initiatives.

Additional duties may be assigned, as needed, by the Executive Director.

Qualifications

Required:

- Bachelor's degree or an equivalent combination of education and applicable experience.
- Fluency in the English language.
- Authorized to work legally in the United States.
- Strong organizational skills and the ability to manage multiple projects at one time.
- Ability to work semi-independently.
- Excellent customer service skills and the ability to build rapport with others, especially over digital platforms (email, Zoom, etc.).
- Technical proficiency in using Google Workspace and Zoom.

Preferred:

- Previous experience in a customer service and/or administrative role.
- Previous experience working with a nonprofit organization or in an educational setting.
- Database management experience.
- Experience working with a global population and an appreciation for geographical, cultural, and linguistic diversity.

Terms of Employment

- Salary Range: \$25-30 USD per hour.
- As a part-time position, this role does not qualify for benefits.
- Hours: 20 hours per week, with scheduling flexibility, generally between 8 AM and 5 PM Eastern Time. Actual hours vary with the needs of the organization, and any work outside regular hours will be agreed upon in advance with the Executive Director.
- Time off should be requested in advance, and hours may be adjusted temporarily with approval from the Executive Director.
- The Office Coordinator is expected to sign and abide by a confidentiality agreement and a conflict of interest statement.
- Travel: Some domestic and international travel required, up to 15 days/year, including required attendance at the annual conference.

To Apply

Interested candidates should submit a resume and cover letter to careers@internationalacac.org, outlining relevant experience and skills. No phone calls. The deadline to apply for this position is Friday, November 6.