

ARL Statistics and Measurement Program Position Description

COMMUNICATIONS AND ADMINISTRATIVE COORDINATOR

Objective:

The Communications and Administrative Coordinator is charged with sustaining, implementing, and developing effective and efficient programs that carry the ARL Statistics and Assessment agenda forward while assuring that the services developed by the ARL Statistics and Measurement program (including LibQUAL+™, DigiQUAL+™, MINES for Libraries™, and ARL Statistics, and other projects incorporated under the StatsQUAL+™ brand) continue to grow and develop.

Summary:

The primary responsibilities of the Communications and Administrative Coordinator are: effectively communicating with participants and clients via e-mail and phone, and in person; writing press releases, announcements, and other documents in support of the ARL Statistics and Measurement program; maintaining and developing web site resources; coordinating production and quality control for publishing and promotional projects; marketing ARL Services to libraries; and acting as the administrative officer with responsibility for coordinating financials, schedules, office administration, list management, and other administrative tasks as needed. This successful candidate will have a demonstrated record of strong organizational and communication skills, will be service oriented and proactive; and will be responsive, able to manage and meet expressed needs, adept at managing deadlines, and able to provide timely delivery of services.

Outline of key duties:

A. Communication

- Identify opportunities and develop/execute programs to promote program services via the web, e-mail, publicity, convention exhibits, advertising, etc.
- Develop print, web, and e-mail materials and campaigns.
- Regularly update various documents; write, proofread, and distribute documents; assure accuracy of content.
- Oversee production of printed materials, assuring quality control.

B. Web site

- Develop or edit content for web site, assuring that information is easy to find and use.

- Oversee routine maintenance of content and identify/implement content expansion/updating opportunities that support the ARL Statistics and Measurement program goals and make our web site content a compelling destination.
- Assure accuracy, timeliness, stylistic consistency, and aesthetic quality of web site content and graphics.

C. Meetings/workshops/exhibits

- Coordinate arrangements for exhibits in biannual American Library Association conferences, and other venues either independently or in coordination with ARL and/or SPARC.
- Prepare and ship packets for meetings/workshops/exhibits.
- Make arrangements for occasional workshops and seminars, ensuring payment and sending confirmations as needed.
- Reserve room, food service, communicate plans, make arrangements for special dinners and events, hotel arrangements, organize conference calls or in-person meetings.

D. Media relations

- Field or refer media requests in a timely fashion.
- Occasionally write and proofread news releases. Assure accuracy of content.

E. Office administration

- Respond to or refer miscellaneous telephone and e-mail inquiries.
- Coordinate, manage and maintain various contact lists, including various computerized databases (FileMaker Pro) and e-mail lists.
- Maintain printed materials inventory and records in conjunction with warehouses and other contractors. Order reprints, new business cards, etc. as needed.

Required skills: Well-developed writing, editing, and proofreading abilities. Familiarity with marketing and/or market development techniques and graphic arts production. Good HTML and/or Dreamweaver skills.

Experience: Experience in academic library marketplace required. Marketing, web site, and/or promotional writing experience desirable.

Supervision received: General supervision from the ARL Statistics and Measurement Director

Newspaper ad version:

Communications/Administration

Join an exciting association department with international influence in providing tools and methods for improving library services. The ARL Statistics and Measurement Program (www.arl.org/stats) describes the performance of research libraries and their contribution to research, teaching, and community service. Building on the robust foundation of the most important statistics series for libraries, ARL Statistics, we serve both the core needs of the Association of Research Libraries' 123 member libraries and an increasing number of libraries all over the world. Through the LibQUAL+™ program we have engaged more than 700 libraries worldwide in service quality evaluation. The program seeks a Communications and Administration Coordinator to support all aspects of communication and administration ranging from developing web site content, managing publishing and promotional projects, coordinating meetings and exhibits, directing proactive service delivery to external customers, and helping coordinate internal workflow and communication among staff. Strong writing and editing skills a must. Experience in library markets a plus. Competitive salary, excellent benefits, and great Dupont Circle location. E-mail your cover letter and resume (with salary history) to: martha@arl.org. EOE.