



Position Title: Programs Assistant

Reports to: Chief Operating Officer

DESCRIPTION

The [Global Cold Chain Alliance \(GCCA\)](#) is a trade association that serves the global temperature-controlled supply chain industry, otherwise known as the “cold chain.” We represent organizations that handle, store, and transport the food we eat. We have 1,300 member organizations in over 85 countries around the world.

We are seeking a detailed oriented, organized, team player who will track, coordinate, monitor, and measure the association’s numerous programmatic activities, including sponsorship/exhibit sales, registration processing, certifications, database maintenance, report running and more.

RESPONSIBILITIES

- Work in coordination with the Senior Director of Business Development to manage the contract process, ensure agreements are booked in the database, invoices are sent out and payment received
- Coordinate sponsor and exhibitor communications, customer service and deliverables
- Review and update business development related webpages to ensure information is up-to-date
- Support customers throughout their experience, including account/profile management, meeting registrations, product purchases and collecting demographic information
- Track in the database all leads identified as potential sponsors or exhibitors
- Coordinate with marketing to ensure campaign click through lists are being put into the sales pipeline process and proper follow up is taking place
- Produce reliable reports and statistics for sponsors/exhibitors/advertisers (historical & current)
- Maintain the integrity and accuracy of our database and customer records and proactively resolve issues

QUALIFICATIONS

- ✓ At least 2 years’ experience in administrative oversight
- ✓ Exceptional organizational skills
- ✓ Ability to manage multiple projects and meet deadlines with a strong attention to detail
- ✓ Strong knowledge of MS Excel
- ✓ Familiarity with customer relationship management systems or associations management systems (e.g., Abila netFORUM Enterprise)
- ✓ Strong interpersonal skills and excellent customer service required

GCCA offers a comprehensive benefits package including health insurance, dental insurance, life insurance, and matching 401(K) contribution. GCCA headquarters offices are currently located in Crystal City – 241 18th Street South, Arlington, VA one block from the Crystal City Metro station. GCCA is an EEO employer.

Interested candidates should submit a cover letter, salary requirements, and resume to mcostello@gcca.org. No calls please.