

**LOCATION:** Washington, DC  
**ORGANIZATION:** Software & Information Industry Association (SIIA)  
**POSITION TITLE:** FISD Program Coordinator  
**DURATION:** Full Time  
**SALARY:** \$42,000 - \$50,000/annually

**Overview:**

**The Organization.** FISD is a division of the Software & Information Industry Association (SIIA) and is the principal trade association for the financial information community. FISD has an exciting opportunity for an FISD Program Coordinator.

**Function**

Reporting to the Senior Vice President, FISD, the FISD Program Coordinator provides broad support to FISD operations through website management, communications, database management, and event support. This is a great opportunity for an energetic self-starter to get entry-level exposure to a wide range of work activities as part of the FISD team.

**Duties and Responsibilities:**

***Database Management***

- Manage FISD member contacts and database updates. Respond to items entered by FISD team into shared GoogleDoc.
- Assist in execution of annual contact confirmation program – individual emails to every contact with FISD interest to confirm current contact details.
- Data analysis and quality projects as assigned.

***Professional Certification***

- Maintain records related to FISD Professional Certification program – e.g., financial, training, individual certifications earned, etc.
- Monitor Professional Certification email box and address queries or route them to other team members as appropriate.
  - Identify candidates who have paid for online training and secure training credentials for them training provider.
  - Coordinate response to candidate emails regarding difficulties they are having with exam provider, training provider, or plaque receipt.
- Track payment of FISD invoices for bundles of exams and training.
  - Work with SIIA finance on any issues.
  - As payments are made, generate and distribute exam and training credentials.
- Processing candidates who have passed certification exams
  - Identify candidates who have passed certification exams
  - Update databases to reflect candidate passing exam.
  - Update public webpage of certified people
  - Manage distribution of certification plaque to candidates (via outside fulfillment house)

### **Website Management**

- Maintain program pages for FISD events globally. Process changes from program managers (e.g., new program segments, new speakers, bios etc.)
- Update department website

### **Communication**

- Contribute to FISD social media presence.

### **Event Support**

- Support event sponsors pre- and post-event – including distribution of GDPR-compliant attendee lists.
- Create and manage pre- and post-event communications and documents – program pages, slides, agenda, posting of speakers' slides to web site.
- Copy, assemble, prepare and ship meeting materials for shipment.
- Provide on-site registration support as needed.
- Post-event reconciliation to include marking no shows and adding walk-in to the database. Pull post-event roster per GDPR guidelines for sponsor distribution.
- Draft monthly Sponsor Information email to include how to register and collateral logistics
- Draft monthly Sponsor Brief for review and distribution
- World Financial Information Conference - All activities noted above plus...
  - Reconcile hotel guest lists with WFIC registrations
  - Manage guest delegate lists for activities – tours, receptions, etc.

### **Benefits:**

- Competitive Salary & Growth Potential
- Paid Annual & Sick Leave
- Paid Holidays
- Health/Vision/Dental Coverage
- 401(k) Retirement Savings Plan
- Hybrid working conditions with three days per week in the office and two days remote

### **Minimum Requirements:**

- Undergraduate degree and/or least two years' business experience
- Ability to manage multiple tasks, solve problems and schedule work effectively
- Microsoft Office
- Exceptional organizational, oral and written communication skills
- Occasional travel domestically and internationally

*Each of these would be a big plus:*

- CRM experience
- CMS experience (e.g., WordPress, Protech)
- Familiarity with social media platforms like X (Twitter) and LinkedIn

**What We Love About You:**

- You are thoughtful, energetic, innovative, results-oriented and a resourceful self-starter.
- You have a tenacious work ethic, dedicated to exceeding expectations.
- You have a “customer first” mindset and are obsessive about building and maximizing value for our members.
- You are collaborative and accountable, and committed to integrity.
- You embrace the diverse perspectives of all people and honor them with dignity and respect.
- You find time to laugh and strive to “make people’s day” in all your interactions.

Please submit a resume to [rabraham@SIIA.net](mailto:rabraham@SIIA.net) with “**Communications Coordinator**” in the subject line.

SIIA believes a diversity of voices leads to better outcomes for our members, our employees, our products and our communities. We are proudly committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity, political persuasion or Veteran status. If you have a disability or special need that requires accommodation, please let us know.

**As of November 2023**