



Operations & Travel Assistant Job Description

Position Summary

This role supports the day-to-day activities of the organization's Travel Study programs, as well as provides administrative support for the President & CEO and the Managing Director, Property Operations.

Responsibilities for the travel program include support for program development and administration, data management, assistance with operational processes, coordination of program communications and marketing initiatives, and top-tier customer service to program participants and other internal and external AHS stakeholders.

Operations tasks involve supporting AHS' daily activities related to the organization's operations in different areas, including general operations, staff-related issues, and River Farm. In addition, support for the CEO involves being a liaison to the Board of Directors, keeping staff and board committees running smoothly, as well as other administrative tasks and projects.

This role is ideal for a highly organized, mission-driven professional who wants to support nonprofit operations. This is an administrative position with opportunities for diverse skill development and for career growth in the organization.

Core Responsibilities

Travel Programs (50%)

- **Program Support and Customer Service**
 - Support development and coordination of travel programs
 - Manage travel program data in Raiser's Edge and generate reporting to support travel program initiatives
 - Assist in preparations and materials for travel programs
 - Maintain professional and service-oriented relations with Hosts, travelers, and travel partners and monitor related processes to ensure efficiency, accuracy, and the highest level of customer service
- **Communications, Content Development, and Marketing Support**
 - Assist with communications and engagement efforts with travelers and travel partners
 - Monitor Travel email inbox and assist in fielding inquiries
 - Develop curated AHS content for travel program participants
 - Identify opportunities to leverage cross-promotion of programs
 - Support development of marketing strategies and initiatives to drive bookings, including development of travel webpages, e-brochures, social media campaigns, e-newsletters, print mailings, and digital and print ads

- Conduct photo research as needed and coordinate the production of high-quality visual content
- **General**
 - Provide general administrative support and other duties as needed
 - Coordinate with other staff members to ensure efficient flow of information
 - Engage in regular training to optimize use of Raiser's Edge and other tools

General Operations (25%)

- **Office**
 - Oversee office supplies inventory and place orders
 - Assist and manage office equipment, phones, copier, postage machine, and other equipment
 - Ensure the workspace remains organized and efficient
- **River Farm**
 - Provide occasional back-up to receptionist
 - Coordinate office activities with staff to ensure efficient communication and workflow.
 - Support AHS events such as the Gala and the Spring Garden Market
- **Staff Engagement**
 - Support writing and posting Job descriptions and managing responses
 - Coordinate activities for staff meetings and events including celebrations, All Team meetings, and Leadership Team meetings
 - Other tasks as assigned

Executive (25%)

- **Executive Support**
 - Manage calendar and schedule internal and external meetings for the CEO
 - Prepare agendas, meeting materials and minutes, and track follow-ups
 - Support email and written correspondence
 - Maintain organized files
- **Board Liaison**
 - Organize communication with board members
 - Prepare agendas and materials for board and board committee meetings
 - Keep minutes of board and committee meetings
 - Provide documents to new board members
 - Organize logistics of the annual board retreat

About The American Horticultural Society

Founded in 1922, AHS is a national organization with approximately 25,000 members. AHS Travel Programs offer immersive and educational small-group travel programs for everyone from garden enthusiasts to professional horticulturists. Other AHS programs include the Great American Gardeners Awards, the National Children & Youth Garden Symposium, and a national Garden Network program, among others. AHS publishes *The American Gardener* magazine six times per year as a primary membership benefit. The AHS website (www.ahsgardening.org) offers resources to horticulturists, gardeners, and others. AHS maintains an active presence across multiple social media platforms.

The Society is headquartered at River Farm, a 25-acre historic garden property overlooking the Potomac River in Alexandria, VA. By joining AHS's outstanding team of professionals, you can help share the critical role of plants, gardens, and green spaces in creating healthy livable communities and a sustainable planet.

Qualifications

- Bachelor's degree preferred or commensurate knowledge gained through work experience
- Exceptional communication and writing skills
- Strong commitment to customer service and hospitality
- Reliable, punctual and bringing a professional demeanor
- Interest in horticulture, gardening, the environment, and/or travel, a plus
- Familiarity with geography, a plus
- Experience with Word, Outlook, and Excel, Blackbaud software and Raiser's Edge database, a plus
- Experience in Word Press, Survey Monkey, Doodle and/or Canva, a plus
- Demonstrated ability to work independently in a fast-paced environment, set priorities, and manage concurrent tasks with meticulous attention to detail
- Qualities to thrive in this position: Proactive, self-motivated, analytical, adaptable, curious, resourceful, positive attitude, and team-oriented. Possessing excellent organizational, interpersonal, and verbal communications skills.
- Position is perfect for recent college graduate with some work experience including campus jobs, internships and summer positions.

Compensation

The Operations and Travel Assistant is a full-time, entry-level salaried position that includes generous vacation, holidays, individual health, dental, vision, and 403b benefits. The position is onsite at our River Farm headquarters in Alexandria, VA. Compensation is \$45,000 - \$48,000 depending on experience.

To Apply

Qualified candidates should send a résumé and brief cover letter to Albert Zani at azani@ahsgardening.org with the subject line, "Operations & Travel Assistant." Please submit materials in Adobe PDF or Microsoft Word format. Applications will be reviewed on a rolling basis. Early submission is encouraged.