



NATIONAL ASSOCIATION OF INSURANCE AND FINANCIAL ADVISORS

**Job Posting:**

**Information Services Project Coordinator**

The National Association of Insurance and Financial Advisors (NAIFA) is looking to hire an Information Services Project Coordinator to serve as the focal point for communications between the Information Services department and NAIFA's members, federation executives, NAIFA staff, and third party technology vendors to manage IS project timelines, status updates, issue escalation, and project resolution. This position will coordinate the submittal and approval process of IS work requests and maintain IS compliance tracking for the organization. The Information Services Project Coordinator will report to the Vice President of Information Services and work closely with all members of the Information Services department. This is a non-exempt position.

**Duties & Responsibilities:**

***Technical Duties:***

- Provide hands-on support for iMIS and other key applications systems.
- Manage NAIFA's listservs. Serve as technical contact regarding NAIFA's broadcast messaging system (Lyris), providing technical support and training to staff as needed. Manage development and deployment of broadcast segments (target groups). Coordinate management of broadcast opt out tracking.
- Develop reports and maintain IS data sets.
- Provide report generation training and support to staff.
- Maintain web logs and statistics.
- Provide support for Web Content Management System (CMS)
- Research and provide technical support on social networking systems.
- Provide back-up help desk support.

***Communications Duties:***

- Maintain IS project tracking system to document projects milestones, map timetables, ensure projects stay on track, and provide up-to-date information regarding the status and completion of projects.
- Serve as the primary customer service contact for IS-related inquiries and requests from NAIFA staff and federation executives.
- Coordinate the varying pieces of complex projects, providing updates and reminders regarding due dates, timetables, client requests, and issue resolution.
- Work closely with fellow IS department members to resolve problems and improve customer service.
- Serve as the primary contact for IS vendor and third-party contacts.

***Compliance, Testing, and Invoicing Duties:***

- Maintain IS documentation and compliance tracking.
- Coordinate IS licensing and invoice processing.

- Coordinate product and program testing and serve as a primary tester to ensure products are thoroughly vetted prior to their release for general use.
- Assist with IS budget forecast development and monthly oversight of IS spending.

Perform other duties as assigned.

### **Education and Experience:**

- Undergraduate degree and 3-5 years of experience in information technology, database management, and/or website development, or equivalent combination of education and experience required. Coursework and/or experience in report writing, iMIS, and/or HTML preferred. Prior experience in an association in a technical or membership database-oriented position strongly preferred.

### **Knowledge, Skills and Abilities:**

- Demonstrated ability to develop and maintain strong working relationships and interact professionally with individuals from all levels of the association.
- Strong commitment to providing excellent customer service
- Excellent oral and written communication skills.
- High level of initiative and follow-through.
- Demonstrated ability to multitask, prioritize, and utilize strong organizational and planning skills.
- Strong attention to detail.
- Ability to be self-directed and motivated and work well both independently and as part of a team.
- Familiarity with and ability to research best practices and regulations regarding compliance tracking of IS-related matters.
- Experience working with listservs and broadcast messaging systems, such as Lyris and Genefax.
- Intermediate level HTML skills.
- Expertise in iMIS or other CMS, Crystal Reports, Windows, and MS Office.
- Experience in database development, MS projects, web analytics, and content management systems useful.

**NOTE:** *As organizational needs change, management reserves the right to review and revise this document at any time. This document represents a description of intended job content, and should not be construed in anyway to be a contract of employment.*

### **About NAIFA:**

NAIFA comprises more than 600 state and local associations, representing the interests of 200,000 members and their associates nationwide. NAIFA members focus their practices on one or more of the following: life insurance and annuities, health insurance and employee benefits, multiline, and financial advising and investments. The Association's mission is to advocate for a positive legislative and regulatory environment, enhance business and professional skills, and promote the ethical conduct of its members. For more information about NAIFA, visit [www.naifa.org](http://www.naifa.org).

## **Compensation & Benefits:**

NAIFA recognizes how important it is to provide our employees with the best possible environment in which to work. We offer a generous benefits package that includes:

Health and Dental Plan  
Prescription Plan  
Life, AD&D, and Business Travel Insurance  
Short and Long Term Disability Insurance  
Legal Services Plan  
401(k) Savings Plan  
Flexible Spending Accounts for Uninsured Medical and Dependent Care  
Tax-Free Commuting Reimbursement Plan  
Discounted Gym Memberships

NAIFA also offers various programs and benefits to assist employees with work/life balance solutions, such as an Employee Assistance Program, wellness programs, direct deposit, business casual dress code, flexible work schedules, educational seminars, free parking, and daily van shuttle service to and from the Dunn Loring Metro Station in the mornings and afternoons.

## **To Apply:**

To apply, submit the following to Kacy Hagan, Manager of Human Resources, at [khagan@naifa.org](mailto:khagan@naifa.org):

1. Employment Application (*found at:* <http://www.naifa.org/about/jobs/>)
2. Resume

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