

TRAINING & MEETING PLANNING ASSISTANCE:

NDLTCA hosts three major events each year: Annual Convention, Fall Professional Development Conference, and Administrator's Conference. NDLTCA also schedules additional training sessions throughout the year as determined necessary.

Job Requirements for all conferences/trainings:

- Development of brochures, evaluation forms, certificates of attendance (COA's), information sheets, and registration forms
- Build out online registration platform
- Distribute training information to members, interested persons, associate members, licensed administrators, state agencies
- Prepare continuing education applications/material for dietary, social workers, nursing and others as needed
- Develop & publish conference information on NDLTCA web site
- Maintain registration lists, prepare name badges and speaker packets
- Obtain & post workshop handouts & evaluations
- Organize packets and information needed for Registration Desk
- Respond to inquiries for information and assistance
- Verify & record continuing education hours for participants after conferences
- Send out certificates of attendance after conference
- *Track outstanding registration payments (Assist account tech)*
- Organize the use of volunteers to assist with registration desk assistance as needed, providing training & supervision when required

Standards/Expectations:

Develop professional and easy to understand brochures, registration materials, & packet materials. Once a training session has been scheduled, a binder for registrations should be started. Registrations should be kept alphabetically by city, tracked for payment. Packets and name badges should be completed preferably three to four working days prior to conference. For each conference, at least 10 extra packets should be made. During conference, registration desk should be ready at least 30 minutes prior to the Registration start time. Conference participants are our customers and we do our best to accommodate their needs. Professional and friendly attitude by all NDLTCA Staff.

After conferences, COA's should be sent to participants within two weeks of the conference. Hours need to be recorded in our database and a hard copy in a binder. Evaluations need to be compiled and sent to speakers within two weeks of conference also. Maintain NDBON approval letter file; participant list & evaluation results kept for files.

After conference, give Shawn all non-paid registrations that need to be placed into the billing system to create invoices and mailed. Thirty days after the conference, an invoice should be sent, sixty days after a conference, a finance charge is to be assessed.

Refunds: Refunds should be made within two weeks after a conference; Shawn needs to be informed in a timely manner.

For NDLTCA records, we keep at least three years' worth of conference materials in our current files.

CONVENTION COMMITTEE:

Preparation for Convention is a continuous process. There are five to six Full Convention Committee Meetings during the year.

Job Requirements:

- Create online registration
- Keep Convention Committee List current as well as the email mailing list
- Prepare & distribute notices of meetings with agendas – 1-2 weeks before each meeting via email; request RSVP
- Preparation of committee meeting packets
- Prepare for meetings to be held downstairs (set room, stock supplies)
- Order lunch at least 2 day prior
- Participate in committee meetings
- Market and organize Volunteers of the Year.
- Organize Cherished Hopes Raffle tickets and Bucket Raffle. Secure raffle permit, prizes, and print tickets. Market to members. Raffle tickets are sent out to Administrators at least a month prior to convention. before Convention
- Mobile app coordinator/lead
- Cvent OnArrival coordinator/lead
- Fun Run for Nurse Scholarship coordinator

Standards/Expectations:

Attend and provide input on the planning of the convention. Education Assistant plays an important part of the annual convention and is a key person throughout the convention. Full knowledge of the convention is important.

Each year new members of the committee are to be given a binder to put committee information in. All meeting materials should be three-hole punched. Assist Education Director with assembling binders

Participant name badges are sent out to facilities prior to convention. Education Assistant shares the responsibility of the Registration Area for entire convention with Committee members & other staff.

TRADE SHOW COORDINATOR:

Education Assistant is responsible for marketing the annual trade show & recruiting companies for participation, meeting with the Bismarck Event Center regarding logistics, and assuring a smoothly run event. Average number of vendors attending is approximately 125.

Job Responsibilities:

- Create online registration
- Set Theme for Trade Show
- Assist graphic design artist on development of the trade show contract/brochure
- Distribution of contract/brochure to associate members and other potential vendors.
- Organize placement of vendors utilizing a floor plan map
- Contact potential vendors by phone, email or fax. Develop database for company information; send confirmation of booth placement & set up times
- Develop packet materials of information for vendors; name badges and banquet tickets if ordered
- Track payments
- Prepare information needed for the Bismarck Event Center staff; trade show set up information
- Secure door prizes

ASSOCIATE MEMBERSHIP:

Job Responsibility:

Education Assistant is responsible for marketing the Associate Membership Program, recruiting companies & sending out applications for membership, keeping current files on Associate Members, updating lists, sending out renewal notices, sending out certificates of membership, mailings to associate members. Develop forms & applications as needed.

***Updating Lists:**

- Associate Member Database for mailing labels & renewal.
- Associate Member section on web site – keep updated
- Associate Member Directory Section - Services, contacts, phone numbers
- Certificates of Membership
- Files Current

Standards/Expectations:

Once we receive a new Associate Members, a letter of welcome and certificate of membership should be sent to new member within two weeks. New member should have a file started (with joining date stated), and added to database. If associate member has stated billing should be monthly or quarterly, place in billing system.

Current Associate Members: In October of each year, a renewal notice should be sent - due to the Buyers Guide being distributed between January and February. Keep information in computer updated as changes are brought to our attention during the year.

BOARD OF EXAMINERS FOR NURSING HOME ADMINISTRATORS:

Job Responsibility:

- Maintain licensed administrator list: Regular & In-Active
- Keep mailing list current
- Keep Board listing current
- Prepares & distributes Licenses
- In November, prepares & distributes licensure renewals
- Responsible for Reviewing all license renewals, verifying all requirements are met, and issuing new licenses
- Recording secretary; responsible for compilation of meeting minutes; distribute to

Board for review.

- Copy, typing of correspondence as needed
- Maintain & update web site as needed

Standards/Expectations:

Application Process: Sends out applications on a timely basis

New Licensees: Upon receipt of payment and completed application, sends out license and licensure information within a week. Adds new licensee to all appropriate lists.

Renewals: (November, December & January): Keep up daily with renewals: verifying continuing education hours, and updating records. Send out licenses to administrators who have renewed their licenses.

Meetings: Two meetings per year: January and July. Help with packet preparation. Record minutes. Within one week of meeting, send minutes out to Board members.

Updates: When necessary, update policies, applications, fact sheets, license lists, website.

GENERAL OFFICE DUTIES:

Job Description:

- Assist in answering office telephone
- Prepare information for mailings when applicable
- Process correspondence, respond to inquiries for information
- Keep inventory of office supplies and ordering supplies when necessary (shared responsibility with Executive Assistant)
- Web site updates & publishing as needed
- Maintain a current knowledge base on computer software & functions
- Provide back up support to President

Standards/Expectations:

Telephone Service: Proper telephone etiquette. Arrange with Office Staff if help is needed with answering of phone (i.e.: if working on a project and answering the phone is distracting, arrange for others to answer phone for you).

Mailings: Preparing necessary memos for mailings to members during legislative session and as needed during a non-legislative year. Helping with compilation of mailing if help is needed.

Correspondence: As needed

Office Supplies: Preferably, order supplies on a monthly basis. Order supplies from Associate Members as much as possible.

Sponsorship Program: Help promote Sponsorship Program.

Data Base: Development of database for Administrators, Associate Members, Prospective Conference Participants, Trade Show Exhibitors, etc.

Back up Support: Provide back up support to President as needed.

MEMBERSHIP DIRECTORY & BUYER'S GUIDE:

Job Description:

- Shared coordination of the Membership Directory & Buyer's Guide

Education Assistant responsible for:

- Associate Membership Section – renewals & changes kept current
- Update National/State Agencies & Organizations section
- Assure accurate information is given to graphic design artist in a timely manner