Director of Administration

WesPay is a payments association dedicated to building and sharing knowledge to guide our 1,200 members through their payments journey, from concept to operation. We work with financial institutions and companies that provide payment services. Headquartered in San Francisco, CA, our primary service area is the western United States, Alaska, and Hawaii.

We have an open position for a **Director of Administration**. We are searching for an organized, dependable, creative, and highly collaborative individual to join our Industry Relations team.

**Position Summary**

The Director of Administration role will be responsible for assisting the company’s Senior Vice President, Industry Relations with supporting the WesPay team by managing critical aspects of the association’s delivery of member services, which include the association management system (AMS), data reporting, learning management system (LMS), productivity software, professional employment services, tradeshow/event coordination, and vendor management. The employee in this role must be a detail-oriented, organized, analytical thinker with the ability to appropriately shift priorities throughout the workday, communicate effectively and efficiently with others, and produce quality work within a dynamic and fast-paced environment within the prescribed deadlines. This employee will have a significant degree of autonomy and needs to be able to prioritize and communicate with a variety of departments in the company to serve staff, sometimes confidentially, with their related needs. This is a salaried, exempt, full-time position working from either home or in the San Francisco office, requiring very little travel, reporting to the Senior Vice President, Industry Relations.

**Key Responsibilities**

- Manages the association’s management system (AMS). Processes dues, provide data reporting as needed, and ensure appropriate security and back-up are functional.
- Manages the technical aspects of the association’s learning management system (LMS) and community board software for maintenance, upgrades, problem-solving, etc. and ensure security and back-up are functional.
- Coordinates with third-party technology companies to ensure company-wide productivity software and devices are functioning and maintained at the appropriate security levels. Ensure the technology behind WesPay’s public websites and other support technology are working and secure at all times.
- Accounts payable activities and various finance duties.
- Performs payroll processing and other professional employment services in coordination with the PEO.
- Event coordination such as hotel contracts, event reservations, communication, shipping, etc.
- Tradeshow coordination to include all aspects of company participation as an exhibitor in a show.
- Ensure office space details are managed per the contract to include staff space and storage areas.
Required Education, Skills and Experience

• A minimum of five to eight years of business administration and database management experience, preferably in the not-for-profit or association sector.
• Must possess strong verbal and written communication skills combined with a thorough knowledge of office technology software, preferably with Office365, iMIS, Salesforce, CommPartners, and Higher Logic.
• Experience in finance, human resources, daily office management helpful.
• Experience in handling detail-oriented projects with tight deadlines and multiple responsible parties.
• Experience handling sensitive, confidential information.
• Excellent time management, planning, and organizational skills.
• The ability to handle multiple priorities coming from various people and discerning what to do first, second, etc. is necessary for the success of this position.
• Accuracy and Dependability – The success of this organization relies, in part, on the team all doing their part. As a small association, a “no matter what it takes” attitude in completing tasks according to the schedule and with consistent accuracy and quality is required for this role.

Compensation:
Salary is commensurate with qualifications. Benefits include annual target bonus potential, medical, dental, vision, short and long-term disability insurance, along with life insurance, 401(k) with employer match, and paid vacation and sick days.

To be considered, please provide a resume, cover letter, to Kim Bickford at kbickford@wespay.org describing related experience and expertise. Please submit your applications via email and include the job title Director of Administration in the subject line. We may not be able to respond to every applicant.

About WesPay
WesPay is shaping the future of payments by building and sharing knowledge to guide our members throughout their payments journey.

Founded in 1972, we work closely with our 1,200 members across the Western U.S. to improve their payments business by providing information, education, and advisory services. Our team of twenty professionals includes industry experts in a wide range of payments systems, with specialization in operations, compliance, risk management, and strategic planning. WesPay's member communications keep members informed, and our Payments Hotline and virtual online community provide member support with operational, compliance, and risk management challenges. For more information, visit www.wespay.org.