



Position Title: Member Service & Operations Assistant

Reports To: Executive Director

Location: Anchorage, Alaska

Employment Type: Full-Time (40 hours/week, Monday–Friday with occasional evening and weekend hours)

Compensation: DOE

Application Deadline: April 18, 2026 *or until position is filled*

Position Summary

The Alaska Airmen's Association is seeking a highly organized, dependable, and customer-service-oriented individual to support our membership, day-to-day administrative operations of our dynamic aviation-focused nonprofit. This full-time, in-person position plays a key role in delivering exceptional member service, internal operations, and supporting aviation events throughout the year.

A background in general aviation or familiarity with Alaska's aviation community is strongly preferred.

Key Responsibilities

Administrative & Office Support

- Oversee daily office functions: phone calls, email, mail handling, reception, and scheduling
- Maintain office supplies, equipment, and vendor relations
- Prepare and format reports, letters, meeting materials, and other communications
- Manage digital and physical filing systems to ensure accessibility and organization
- Assist the Executive Director and team with administrative tasks

Membership & Community Engagement

- Serve as a welcoming first point of contact for members, guests, and the public
- Respond to membership inquiries and process new applications and renewals



- Conduct outreach to prospective businesses to grow the corporate membership base.
- Support outreach efforts through email campaigns, newsletters, and social media (via platforms like Constant Contact)
- Help coordinate facility use and rentals for aviation-related events and meetings

Event & Program Coordination

- Provide logistical and administrative support for programs, scholarships, and events such as the Great Alaska Aviation Gathering
- Track event registrations, maintain attendance records, and assist with volunteer coordination
- Participate in event setup, execution, and breakdown—occasional evening and weekend work is required

Facility Oversight

- Maintain tidy and welcoming public and shared spaces
- Coordinate maintenance and repairs with building management and contractors
- Oversee and manage facility rentals for meetings, events, and aviation-related gatherings
- Coordinate member access and scheduling for the Alaska Airmen's courtesy car
- Ensure safety procedures and security protocols are followed

Qualifications

- Prior experience in member service and office administration or nonprofit coordination required
- Background in general aviation or familiarity with Alaska's aviation industry is strongly preferred
- Excellent organizational skills with a high level of attention to detail



- Proficiency in Microsoft Office Suite (Word, Excel, Outlook, OneDrive) and Google Workspace (Docs, Sheets, Drive, Calendar, Gmail)
- Experience with Adobe products, and Constant Contact is a strong plus
- Professional, positive, and member service-oriented demeanor
- Able to manage multiple tasks independently and with discretion
- Strong written and verbal communication skills
- Occasional lifting (up to 50 lbs) and physical setup for events required

Work Schedule & Conditions

- Full-time, in-person role: Monday–Friday, 40 hours per week
- Evening or weekend availability required during major aviation events, approx. 1-2 events monthly.
- Travel: 10%
- Office located at Lake Hood in Anchorage

Benefits (Permanent Position Only)

- Health
- Paid Holidays
- Paid vacation
- Paid sick leave
- 401(k) with Employer match
- Opportunities to participate in aviation events, training, and community outreach