



CUSTOM MANAGEMENT GROUP

Resume

Barbara A. Jones

Experience

Manager of Membership Services: January 2008 - present
Custom Management Group, LLC

Responsible for providing membership services to association clients, which includes all aspects of membership approval and processing; process conference registrations and journal subscriptions; maintain databases; grant website access; daily communication with members, Officers, Directors, Committee Chairs and the public; manage distribution of membership materials; serve as staff liaison on committees, including preparation of agendas and minutes; coordinate review, update and posting of SOP documents; handle incoming calls on cancer patient helpline with sensitivity and confidentiality; manage membership registration desk at conferences and meetings, providing onsite assistance to attendees.

Executive Assistant: 2006 – 2007
Martha Jefferson Hospital

Provided professional administrative support to the Chief Financial Officer and Chief Operating Officer in hospital's Department of Administration; coordinated meetings with various hospital staff as well as Board and Committee members; prepared agendas, reports, spreadsheets; handled catering and logistics for meetings; handled travel arrangements for CFO & COO; program administrator of hospital's compliance policies online application, working with project team; interfaced with numerous hospital staff, Board members, and members of the public daily.

Director of Member Services: 1999 – 2005
Charlottesville Area Association of REALTORS

Managed all membership business of busy trade association which included enrolling new members, maintaining database, advising members on programs and education available, point of contact for all membership questions and requests; produced annual Membership directory; handled all meeting and event planning for association, coordinating all logistics; handled development of new members; coordinated marketing, promotion and sponsorship of events, meetings & classes; wrote press releases and articles for association publications; served as orientation instructor for new member classes; managed lockbox program for 1000+ Realtor members; assisted with launch of fundraising program for CAAR Work-Force Housing Fund; interfaced with members daily as well as representatives of the state and national real estate association.

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Customer Service Representative: 1996 – 1999

Williams-Sonoma, Inc.

Provided outstanding customer service in Williams-Sonoma's fast paced catalog call center in Las Vegas, Nevada.

Sales Representative: 1980 - 1985

Totes, Inc.

Managed 150 accounts in Maryland, Virginia and DC area selling product line; prepared proposals for merchandise buyers in department and specialty stores and processed orders for shipment; developed new business in territory; assisted accounts with display and print advertising for Totes product line.

Education

University of Maryland, B.A., Liberal Arts/Anthropology

Computer Skills

Proficient with Microsoft Office XP, Filemaker Pro