

# ASMI Member Relations Coordinator

Open @ 2/1/2017

## General

Association and Society Management International, Inc. (ASMI) is located in Falls Church, VA and serves eight not-for-profit organizations with a wide variety of client needs. The Member Relations Coordinator primarily manages recruitment, retention and member services program for ASMI's client, the American Trauma Society, and provides support to other clients as assigned. The Member Relations Coordinator communicates with members, non-members and others in expanding and serving the membership.

Initiatives for this position include soliciting new memberships, membership renewals, and various organizational products and services. Establish and maintain strong relationships with members, non-members and others. Meet or exceed annual recruitment and retention projections. Work with limited supervision, independent, and there are many team inter-relationships; visit [www.asmi.com](http://www.asmi.com) for more information.

## Reporting

The Membership Relations Coordinator reports to ATS Executive Director.

Specific tasks include:	Annual hours estimates:
<u>Membership Marketing</u> – Initiates and supports marketing efforts. Solicits membership (new and renewing) primarily by email and phone and coordinates and implements strategies to retain existing members. With other staff, identifies new methods and strategies for recruitment and retention campaigns. Conducts in-person outreach at events, one-on-one meetings and other opportunities. May include conferences, meetings and seminars. May include planning and coordination of outreach. Works with staff to determine campaign effectiveness.	500
<u>Member Services</u> – Provides high level customer service including building strong relationships with members, non-members, donors and others. Responds to inquiries and requests.	400
<u>Administrative tasks</u> – Compile, analyze and process <b>membership</b> applications and payments, and coordinate membership renewals. Produce membership reports, and proofreads and updates membership communications. Notify individuals by mail/phone of <b>certification</b> exam scores, expiration dates and answer general inquiries via phone/email. Provide <b>course support</b> including production of course handouts and materials, and certificates of attendance. Provide other administrative support.	500
<u>Committee support</u> – Set up conference calls; generate agendas, send meeting notices and support materials; distribute record of meeting; and follow up as generated by meetings for assigned ASMI client committees and staff	120
<u>Communications</u> – Draft/edit brochures, correspondence, mailings, presentations, meeting records, etc. under supervision of senior staff.	280
Other duties as assigned. ASMI offers growth and variety.	200
<b>Total</b>	<b>2,000</b>

*Annual hours indications for each task are estimates, and assignments may be adjusted. ASMI employees are expected to work at least 40 hours per week.*

## **Job Requirements**

Tasks must be fulfilled according to deadlines identified during team meetings. Time records must be completed daily.

Positive attitude is critical to deliver superior customer service and to interact with staff team. Must be energetic, flexible, comfortable with multi-tasking and be able to adjust to rapidly-shifting priorities. Must be able to work with limited supervision and successfully within a team. Some travel may be required outside the Washington, D.C. area, perhaps up to four trips annually.

- **Knowledge** The position requires knowledge of membership retention and recruitment strategies; project planning and management; use of database management systems and familiarity with the production of data queries, reports and forms to track membership metrics.
- **Skills** The position requires skills in marketing, relationship development and outreach. Employee must be extremely well-organized and task-oriented, and be accurate with an attention to detail. Strong communications skills are needed with success in member service. Desired is ability to identify with the EMS/trauma profession and ATS mission. Computer proficiency required, including Microsoft Office Suite software including Outlook, Word and Excel. Type 70 wpm. Familiarity with PowerPoint and Access is beneficial. Be able to rapidly learn and use new software.
- **Education and Experience** A Bachelors degree is required along with relevant work in a non-profit, member-based organization or similar experience.

## **Contact**

Send resumes to:

Ian Weston, ATS Executive Director

Email [IWeston@asmii.net](mailto:IWeston@asmii.net)