MEMBER SERVICES COORDINATOR

POSITION DESCRIPTION AND QUALIFICATIONS

DEPARTMENT: Member Services

DATE EFFECTIVE: April 2022

DIRECTED BY: Chief Operating Officer

SUPERVISES: No Direct Reports

JOB CLASSIFICATION: Full-time

POSITION OVERVIEW: The Member Services Coordinator is responsible for the daily activities in the member services function of the Association of Black Cardiologists (ABC). The successful candidate will develop strategies and oversee implementation of all member service-based activities, including new member recruitment, the renewal and retention process, member data and profile updates, and additional member engagement efforts on behalf of ABC.

ESSENTIAL RESPONSIBILITIES

- Orchestrate efforts to ensure the delivery of timely and high-quality member programs and services that provide excellent member experiences and are aligned with the ABC mission.
- Develop prospects, strategies, and goals for new member recruitment, including non-traditional member opportunities.
- Design and implement annual member renewal and retention process that includes service quality goals.
- Manage data collection tools to produce accurate membership metrics, including member trends analysis, to inform ABC member engagement activities.
- Develop and manage process to track member inquiries and interest profiles.
- Work with ABC Leadership to establish and maintain affinity programs that are relevant and desirable for members.
- Establish and cultivate partnerships with external groups to expand member benefits.
- Develop communications, marketing and advertising strategies in collaboration with the ABC Communications Team to ensure successful member engagement.
- Co-lead in coordinating and executing all ABC membership meetings and events, including General Membership Meetings, Annual Gala, regional meetings and conference exhibiting.
- Oversee annual application process for all ABC student scholarships and fellowship awards.
- Support ABC member committees, partner networks, and others as assigned.
QUALIFICATIONS:
• Associate’s Degree in business, non-profit organizational management, public health or related field, 3 years’ experience in a member services role. Bachelor’s Degree preferred.
• Experience designing and implementing a complex array of programs and services with member organizations, non-profit sector preferred.
• Demonstrated ability to create and manage member services recruitment/retention programs
• Ability to design, organize and produce conferences.
• Ability to lead the coordination of cross-departmental efforts.
• Understanding of and appreciation for, the role of a nonprofit and membership organization.
• Excellent relational skills, including building, nurturing, and tracking member relationships.
• Ability to build and maintain strong partner relationships.
• Experience with managing vendors and contract relationships.
• Ability to work in teams and provide member services during typical office hours, with occasional evening and weekend work, and periodic travel.
• Highly motivated, self-directed and productive working in a remote fast-paced environment.
• Advance knowledge in basic Microsoft Office suite and working knowledge of social media platforms.
• Knowledge of and experience with in-person and online training, project management, video-conferencing and webinar platforms and tools. (Zoom, Skype, MS Teams, GoToMeeting, etc.)

DESIRED COMPETENCIES:
• Customer Focus: Strives to understand the ABC constituents, their businesses, issues, unique culture, needs and expectations.
• Business Acumen: Keeps abreast of industry and trends. Understands broad healthcare issues and their potential impact/ramifications on the broader community. Has a genuine interest in ABC’s mission, goals and overall objectives.
• Results Orientation: Understands organizational expectations and goals. Develops effective plans for setting priorities and establishing goals and objectives. Delivers on commitments by achieving or exceeding targets.
• Interpersonal Savvy: Builds appropriate rapport and constructive, effective relationships internally and externally. Relates well to people of different cultures and personality styles. Listens to understand the needs, intentions and values of others.
• Team effectiveness: Works well with people at varying levels. Is a team player and motivator. Invites input from others, shares ownership and visibility with others.
• Integrity, Trust and Values: Demonstrates integrity and builds trust in all relationships through fair, honest, and consistent behavior. Keeps confidences and honors commitments. Maintains high professional and personal standards.

COMPENSATION:
• Salary Negotiable
• Paid vacation, holidays, and sick leave.
• Retirement package with up to 4% match after one year of service.
• Competitive medical, dental, disability, vision, employee assistance, and life insurance benefits.
The Association of Black Cardiologists (ABC) is an equal opportunity employer that strives to be a place where inclusion lives, individuals grow, and diverse talent is retained. The ABC does not discriminate against based on race, creed, color, religion, gender, sexual orientation, gender identity/expression, national origin, disability, age, genetic information, veteran status, marital status, pregnancy or any other basis protected by law.