



NOVEMBER 2018

Administrative Associate, Member Experience Job Description

Overview

Are you someone who is passionate about health care and education? The Physician Assistant Education Association (PAEA) is committed to transforming PA education and health care by leading and serving the PA educational community. As the national leader in PA education, the Association delivers a broad array of educational resources, products, and services specifically designed to meet the emerging needs of PA programs. Currently, the Association is seeking an **Administrative Associate, Member Experience**.

The Administrative Associate, Member Experience plays an integral role in the customer service and organizational strength of PAEA. The Associate will serve as the primary customer service contact for the entire PAEA organization. This position will support all units of the Member Experience team including Membership, Student Recruitment & Application Services, Volunteer Management, and Communications. This position is a full-time position that is based at the PAEA national office in Washington, D.C.

Our Mission

PAEA serves as a resource for individuals and organizations from various professional sectors interested in the educational aspects of the PA profession. The Association is the organization primarily responsible for collecting, publishing, and disseminating information on PA programs. PAEA provides effective representation to affiliated organizations involved in health education, health care policy, and the national certification of PA graduates. PAEA works to ensure quality PA education through the development and distribution of educational services and products specifically geared toward meeting the emerging needs of PA programs, the PA profession, and the health care industry.

Responsibilities:

Member Experience & Customer Service Support

- Serve as the primary contact for PAEA in a timely, efficient, and professional manner.



- Provide quality customer service to internal and external stakeholders following the PAEA Customer Service Standards.
- Manage multiple communication channels (email, phone, web) for member contact and develop tools and processes to improve member contact experience.
- Manage national, online Program Directory updates for all members.
- Provide support to national volunteer committees and events.
- Assist in planning and coordinating student recruitment events (registration, payment, travel, shipping materials, etc.) for the central application process.
- Assist with annual award application review processes and production of award events.
- Oversee the PA National Honor Society chapter membership and inductee application processes.

Meeting Logistics

- Coordinate the planning and execution of logistics for Member Experience events and meetings (including volunteer committees).
- Manage event details to include registration, travel, and reimbursement processes. Develop and manage contracts (catering, hotel space, venue, etc.). Manage room set up, audio visual requirements and ordering, shipping, and printing of meeting-related supplies. Track participation and engagement trends.
- Provide onsite event coordination while providing a high level of customer service.
- Develop resources and tools to improve processes and to increase member satisfaction.
- Coordinate and manage catering for on-site PAEA staff events.

Qualifications:

- Bachelor's degree in business, marketing, communication or related field required.
- Experience in a member-based organization working with membership enrollment systems and processes; strong customer service skills.
- Relevant administrative experience, preferably in an association, higher education, or non-profit environment.
- Experience with Salesforce and or other contact management system preferred.
- Proficiency with Microsoft Office platform (Excel, PowerPoint, Word).
- Experience with meeting planning and event logistics.
- Ability to be a self-starter, independent problem solver, forward thinker, and a team player.
- Effective organizational, time management, and project prioritization skills needed.
- Ability to communicate clearly and precisely, both verbally and in writing, with membership, volunteers, employees, students, and vendors.



If interested in applying for this job, please submit a cover letter and resume to HR@PAEAonline.org.