



JANUARY 7, 2019

# Membership Coordinator

## Overview

Are you someone who is passionate about both health care and education? At the Physician Assistant Education Association (PAEA), we are 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 large array of educational resources, products, and services specifically designed to meet the emerging needs of PA programs. Women, minorities, and people with disabilities are strongly encouraged to apply.

Currently, The Association is seeking a Membership Coordinator. The Membership Coordinator will be the main point of contact for all current and potential members about membership and benefits, maintains PAEA's member database, and oversees the coordination and membership on PAEA's listservs. The Membership Coordinator will report directly to and work with the Senior Director, Member Experience and the entire Member Experience team to engage and support our members.

This position is a full-time position that is based at the PAEA national office in Washington, DC. Our benefits include employer contributions to your 403(b), excellent health insurance, and flexible work hours.

## Responsibilities

- Serves as main point of contact for PAEA's current and potential members, providing information about member benefits and responding to all inquiries into our general membership inbox. Provides excellent customer service.
- Maintains membership records and online membership directory through PAEA's association management system, ensuring accuracy of data for member intelligence and demographic reports.
- Creates and maintains regular process for updating member information in the membership database, auditing the current data available and working to input fields that would increase the accuracy of reports and member intelligence
- Coordinates the annual membership dues renewal process, including invoicing, reconciliation and reminders for payment.



- Creates and maintains PAEA's membership orientation materials and onboarding information for new members.
- Assists the Senior Director, Member Engagement to use data analytics to develop strategies to improve member facing services and outreach.
- Works with the Senior Director, Member Experience to engage PAEA's members and communicate regularly about benefits and events.
- Assists in preparing and managing the annual membership budget
- Maintains PAEA's Program Directory and coordinates the annual update process.
- Maintains PAEA's listservs, serving as main point of contact for member listserv inquiries, manages membership of listservs, and creating and dissolving listservs as needed.
- Creates and maintains member frequently asked questions and how-to documents.
- Prepares reports and assessments for Listen & Learn program visits.

## **Qualifications**

- Bachelor's degree in business, marketing, communication or related field required.
- Minimum 2 years of related experience in association environment.
- Demonstrated expertise in Salesforce and/or association management/membership database
- Proficiency with Microsoft Office platform (Excel, PowerPoint, Word).
- Ability to communicate clearly and precisely, both verbally and in writing, with membership, volunteers, employees, students and vendors.
- Ability to organize and manage time and prioritize projects using effective organizational skills.
- Ability to effectively interact with others and work in a team environment and providing follow-up when needed.
- Travel and attend annual conference and other meetings as needed.

## **To Apply**

Please submit a cover letter and resume to [HR@paeaonline.org](mailto:HR@paeaonline.org).