JOB POSTING

**Member Services Specialist**

The American College of Preventive Medicine (ACPM) is the leader for the specialty of preventive medicine and physicians dedicated to prevention. ACPM and its members improve the health of individuals and populations through evidence-based health promotion, disease prevention, and systems-based approaches to improving health and health care. The College is seeking a high-energy, focused, can-do individual for the position of Member Services Specialist.

**Is this role for you?**

The Member Services Specialist is an exciting opportunity for someone with strong customer service orientation and relationship-building skills to join a growing team. The specialist understands membership association systems and best practices, along with foundational principles of member engagement and customer service. The specialist manages the day-to-day operations of the association management system (AMS) and implements membership recruitment, onboarding, and engagement as well as assesses membership data to ensure it is accurate, up-to-date and clearly organized. Additionally, the specialist supports efforts to engage members in the College, from participating in member programs (e.g., Fellows, awards) to serving as faculty or resources for the ACPM grant portfolio.

**Do these things interest you? Your key responsibilities include:**

* Develop and implement strategies and activities to efficiently process ACPM memberships and ensure superior customer service as the primary member contact:
  + Monitor and report on membership data and trends that can inform or enhance programs and services provided by other departments.
  + Deliver superior customer service to members and potential members by managing administrative functions, including handling member inquiries, processing new member applications, renewing members, updating member information, change of status, etc.
  + Assist the Director with developing reports and surveys for the membership including revenue projections and any necessary pivots.
  + Manage onboarding process of new members ensuring understanding of benefits and value proposition.
* Assist the Director in developing and executing renewal, retention and acquisition campaigns.
* Support the Director in implementing programs and initiatives driven by the Membership Committee.
* Oversee ACPM’s Association Management System (AMS)
  + Maintain accurate member data profiles and run requisite reports on attributes for marketing campaigns.
  + Develop and prepare regular analytical reports based on departmental needs and queries.
  + Work with relevant departments to resolve technical issues, as needed, to ensure an efficient and smooth member experience, and support the use of the AMS across the organization via internal training sessions.
* Facilitate the annual awards program, ensuring timely launch of the program, coordination of submissions and preparation for committee review, ordering awards, and supporting the annual awards ceremony at the annual conference.
* Facilitate the annual Fellow’s application process, ensuring timely launch, consistent follow up on submissions and materials, preparation of documentation for committee review, collection of new Fellow biographical documents, and collaboration on adequate promotion of the program and the new cohort.
* Contribute news articles for ACPM newsletter, as relevant, planning and drafting promotional materials related to establishing and communicating member value.
* Work closely with the Grants team to ensure and grow member engagement in the ACPM grant-supported programming.

**What are we looking for?**

* Strong working knowledge of best practices in member services.
* Strong time management, analysis, and organizational skills.
* Excellent verbal, written, and interpersonal communication skills.
* Excellent time management skills.
* Ability to prioritize and meet deadlines with high-quality products.
* Professional demeanor and can quickly integrate into a high-performing team.
* Ability to establish and maintain positive, collaborative relationships with staff and volunteers.
* Strong Initiative and problem-solving skills.
* Good judgement and diplomacy skills.
* Ease with learning new technologies and systems.
* Customer service mindset.
* Strong Microsoft Office Suite skills, with an emphasis on Excel.
* Bachelor’s Degree, required.
* Preferred 3+ of applicable experience, required.
* Experience working in Association Management Systems (AMS), desirable.

**Why work for ACPM?**

Be part of an essential and high-profile medical specialty! Public health and health systems value the leadership role of preventive medicine to promote healthy lifestyles and population health. In addition, ACPM offers a comprehensive and competitive benefits package and a work environment and culture that values trust, accountability, impact, respect and joy.

**To apply:**

If this position sounds like a great fit for you and you’re excited to make an immediate impact at ACPM, please send a resume and cover letter to **careers@acpm.org** and reference Member Services Specialist in the subject line.