



## Member Services & Communications 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 newly created position of Member Services and Communications Specialist.

### Is this role for you?

The Member Services and Communications Specialist is an exciting opportunity for someone with strong customer service orientation and relationship-building skills to join a growing team. You will be primarily responsible for conducting administrative and technical tasks for the membership and marketing department, managing day-to-day operations of the association management system and member communications. In addition, you will provide communications support to several grants in the ACPM portfolio.

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

- **Member services:** Provide superior customer service to members and potential members and help to develop and implement strategies to efficiently process membership applications, monitor and report on membership data and manage new member onboarding.
- **Data management:** Maintain data integrity and collection and optimization of ACPM's association management system – leveraging the system to design marketing strategies and programs based on data analyses.
- **Marketing and communications planning:** Track, schedule, format and coordinate content and lists for marketing and communications outreach, maintain editorial calendar and monitor and report on member communications data.
- **Content development:** Write and edit member communications to drive engagement and acquisition, coordinate marketing materials needing design support
- **Report development:** assist with development of membership and communications reports and surveys including revenue projections and any necessary pivots.

### What are we looking for?

- Bachelor's degree.
- 3–5 years of applicable experience preferred.
- Prior experience in association management systems (YourMembership preferred), social media, website content management systems, and email service provider platforms a plus.
- Ability to manage multiple priorities, be creative, responsive, organized and energized.
- Experience in association management of membership acquisition and engagement best practices preferred.
- Professional demeanor and experience working on a high-performing team.
- Ability to establish and maintain positive, collaborative relationships with association members, volunteers, medical and public health colleagues, and team members.
- Strong time, project management and organization skills with attention to detail; excellent written, oral and interpersonal skills.
- An energized spirit to engage and inspire members and cultivate relationships.



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- Proven competency in Microsoft Office Suite, with an emphasis on Excel, required.

### **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](mailto:careers@acpm.org) and reference Member Services & Communications Specialist in the subject line.