Position Description

Date: June 24, 2021
Position Title: Specialist, Membership Engagement
Reports to: Director, Membership and Engagement
Status: Exempt

About ASAM
The American Society of Addiction Medicine (ASAM) is a medical professional society of over 6,000 members with 50+ staff and a $10M annual operating budget. It is an energetic, fast-paced organization with multi-faceted opportunities in the area of addiction medicine.

Position Summary:
This position is responsible for assisting with the implementation and strategic direction of ASAM’s community development. S/he will also be responsible for creating a positive member experience.

Responsibilities/Duties:

Community Platform
• Support leadership in the development and execution of the Community Platform strategy across ASAM.
• Monitor and analyze topics of conversation within the community database to ensure adherence to user agreement.
• Foster a collaborative working relationship with the other departments, ensuring that community engagement campaigns and support systems are integrated with program development, and reflect association’s priorities.
• Advise and train internal audiences (staff, volunteer leadership, members) on how to navigate and communicate effectively using the Community Platform.
• Facilitate with member leadership to launch online dialogues.
• Analyze and interpret data to clearly articulate trends and issues in the community.
• Liaison to vendor, staff, and users.
• Other duties as assigned.

Special Interest Groups
• Monitors SIG operations, governance, and activities. Ensures compliance with ASAM policies and procedures. Track SIG performance and measure progress.
• Coordinates SIG content for ASAM Member Connect monthly newsletter.
• Ensures accurate information for all SIGs. Tracks SIG leadership, meetings, and updates database and website accordingly.
• Assist SIG leaders with request for mail lists, surveys, and other request as needed.
• Serve as staff liaison to ASAM Special Interest Groups (SIGs).
• Other duties as assigned.

Membership
• Serve as backup for the Membership and Customer Service Representative.
• Manage and respond to the membership department email and voice mail boxes.
• Provides administrative/project support for membership initiatives including but not limited to membership dues processing and member inquires by email and phone.
• Other duties as assigned.

Required Qualifications
• One year experience working within an Association.
• Must have experience working with association management software (MemberSuite Preferred)
• Experience working with a community management system (Higher Logic Preferred)
• Excellent customer service support and troubleshooting abilities.
• Proficient with Microsoft Office Suite.

Desired Qualifications
• Experience working with medical associations.
• Associates degree

Skills and Abilities:
• Excellent communication and customer service skills are required.
• Ability to handle multiple priorities in a fast-paced environment with attention to detail.
• Team player with positive attitude, enthusiastic energy, and ability to have fun with team members.
• Resourcefulness and creativity valued.

Works closely with:
Staff, Members and Committees

To Apply:
Please submit a resume, cover letter, and writing sample to hr@asam.org explaining your interest in the position and how your skills match the position.

Recruiting Salary Range: Commensurate with experience (with a robust benefits package)

ASAM provides equal opportunity to all staff. No person shall be discriminated against because of race, color, religion, sex, national or ethnic origin, age, physical handicaps, marital status, sexual orientation, family responsibilities, political affiliation, or any other category that is protected by federal law or the laws of the Maryland.

ASAM is proud to be honored with the Sloan Award for Excellence in Workplace Effectiveness and Flexibility for its use of flexibility and other aspects of workplace effectiveness as a workplace strategy to increase business and employee success. ASAM was one of eight organizations and the only association to be recognized in the state of Maryland.