

Job Title:	Coordinator, Association Management
Reports to:	VP, Association Management
Salary Range:	\$50,000 - \$55,000
Purpose Statement	
<p>Manage the day-to-day needs of the Association Management department. This department manages and operates 14 component associations. Duties include project coordination, conference and event support, membership recruitment and retention, daily accounting functions, responding to member and prospective member inquiries, and preparation and follow-up activities associated with board and committee meetings.</p>	
Experience:	
<p>Business background, association management experience preferred. Successful track record in data entry and reporting, membership marketing, and conference support helpful. Ability to coordinate department activities, problem-solve, multi-task, meet time-sensitive deadlines and work under pressure.</p>	
Education:	
<p>Associate's or Bachelor's degree in business, communications or computer science, or equivalent training and experience.</p>	
Technology:	
<p>Microsoft Office software (Word, Excel, Outlook, PowerPoint). QuickBooks. Position will utilize Raiser's Edge, NetCommunity; WordPress; Cvent and CrowdCompass.</p>	
Key Result Areas	
Operations	<p>Daily operational functions, including, but not limited to:</p> <ul style="list-style-type: none"> • Participation in rotating schedule for picking up mail and distributing internally. • Preparing daily deposits and financial reports. • Data entry for specialty memberships and gifts. • Proofreading data entry for other departments as needed. • Coordination of accounting and reporting needs with accounting firm.
Membership	<p>Support for member retention and recruitment activities, and database management, including, but not limited to:</p> <ul style="list-style-type: none"> • Provide support in membership invoicing and processing. • Specialty Society dues invoicing. • Respond to inquiries from volunteer leadership, members and prospective members. • Prepare membership presentations for client Board of Directors Meetings.

Residents & Students	<ul style="list-style-type: none"> • Communicate with Program Directors and Coordinators of specialty society residency programs. Obtain and updates incoming resident, fellows and medical student data on behalf of NCMS and managed specialty societies. • Initiates recruiting strategies for membership to NCMS and Specialty Society post program completion
Meetings	<p>Assist meeting planners with conference preparations. Includes, but limited to:</p> <ul style="list-style-type: none"> • Manage meeting registrations in Cvent meeting module. • Provide follow-up communications to meeting participants. • Process meeting registration and exhibitor fees. • Assist with meeting prep such as presentation collection, material uploads and technical needs. • Assist onsite with registration and logistical needs when needed.
Program Support	<p>Provide administrative support designed to improve communication with all team members. Includes, but not limited to:</p> <ul style="list-style-type: none"> • Maintain department calendar. • Schedule team meetings using doodle polls and Zoom invitations. • Be responsive to department requirements and deadlines set by the NCMS. • Enhance department productivity and efficiency.

Strategic Commitment

- A. Understand NCMS Enterprise vision, mission, goals, and values.
- B. Actively promote NCMS Enterprise to members, non-members and other stakeholders.
- C. Support an environment that encourages teamwork; open, honest and respectful communications; and where every team member is valued and accountable.

General Agency Support

Customer Service and Phone Support

- Support the general operations of the agency and agency strategic plan to include but not limited to:
- Answering and responding appropriately external calls
- Attending and contributing to All-staff and other internal team meetings.
- Working collaboratively across teams to meet goals and produce outcomes as specified in agency's strategic plan.

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