



POSITION DESCRIPTION

Position Title: Coordinator, Member Engagement

Reports To: Director, Membership
FLSA Status: Full-Time Non-Exempt

The Coordinator, Member Engagement assists in achieving the organization's goals related to membership engagement, onboarding, recruitment, and retention. The ideal candidate will understand how increased engagement is key to member retention and will implement action plans to achieve increased activity and participation on an ongoing basis. The Coordinator, Member Engagement will be a primary contact for ASPEN members and will serve as the operational liaison to ASPEN's sections, assisting with coordinating activities for these vital components both within the m and with the Clinical Practice department. Preferred candidate will have prior experience working in membership at a medical association or as a healthcare clinician with experience in nutrition support.

Key Responsibilities

- Implement new member on-boarding processes, recruitment/retention and member engagement plans using online communication platforms.
- In conjunction with the Marketing and the Membership teams, implement comprehensive marketing campaigns for member engagement, inclusive of direct mail campaigns, brochures, and website content.
- Serve as a staff liaison to ASPEN sections. As liaison, provide information and assistance on event development and promotion, annual reporting requirements, and more. Assist the Director, Membership in communicating strategic communications and tracking projects and requests in coordination with the Clinical Practice department as needed.
- Facilitate usage of and engagement with ASPEN's online community platform, Member Connect (powered by Breezio) as well as the engagement platform (powered by PropFuel).
- Assist with the annual awards program, including coordinating submissions and judging.
- Support the Director in planning, promoting, and implementing ASPEN's volunteer and member appreciation plans.
- Coordinate all section-related activities and including programs at the annual ASPEN Nutrition Science & Practice Conference.
- Write, coordinate, and distribute the member and section leader e-newsletters.
- Serve as the primary contact to ASPEN's off-site receptionist service, including answering common questions and communicating internal changes to the vendor.
- Occasional evening and weekend work required with prior notification.
- Perform other duties as assigned.

Qualifications

- 1-3 years membership and component experience at a medical association preferred, or experience as a clinician in a healthcare setting with experience in nutrition support
- Excellent communication and comprehension skills, both written and oral
- Strong project management and analytical skills
- Experience working with databases, management information systems, and web-based technology
- Proficiency using Microsoft Office Suite programs, including Excel and PowerPoint
- Superb organizational skills and attention to detail

- Ability to think quickly, effectively and creatively to solve problems while working on multiple projects. This includes project prioritization and adherence to established deadlines
- Capacity to work independently and collaborate effectively as part of a team

Benefits

ASPEN has a culture that supports work/life balance and a generous benefits package that includes health benefits, flex time, and remote/telework opportunities.

Equal Opportunity Employer

ASPEN is an Equal Employment Opportunity (“EEO”) Employer. ASPEN does not to discriminate on the basis of race, color, creed, religion, gender, gender identity, pregnancy, marital status, partnership status, domestic violence victim status, sexual orientation, age, national origin, citizenship status, veteran or military status, disability, medical condition, genetic information, caregiver status, unemployment status or any other characteristic prohibited by federal, state and/or local laws.

To Apply: Email a cover letter with salary requirements and resume/CV to jobs@nutritioncare.org.