

Member Services Specialist Job Announcement Association of California Healthcare Districts

Office Location: Sacramento, CA
Classification: Non-Exempt
Reports To: Vice President, Advocacy & Membership
Effective Date: January 10, 2022

Job Summary

The Member Services Specialist provides high level support for member benefits, educational offerings, and events of the Association. Working with the Vice President, Advocacy & Membership, the Member Services Specialist assists with developing and carrying out activities that enhances the value of membership in the Association.

Essential Duties and Responsibilities

Eligible candidates must have the skills, abilities, and judgement to perform the following essential job duties and responsibilities, with or without reasonable accommodation:

- Develop and manage the Association's educational offerings, events, and speakers, including but not limited to program content, event evaluation and logistics
- Provide logistical management of the Certified Healthcare District Program
- Participate in strategic initiatives to increase member and non-member value, educational offerings and events
- Contribute to member recruitment and retention strategies and activities
- Assist with the coordination of the Corporate Sponsorship Program
- Maintain the Association's database
- Assist with the Association's communications tools to promote membership, sponsorship, events, and other relevant activities
- Draft materials for Board and Committee meeting packets, as needed, and facilitate logistics for in-person meetings
- Assist with the management of the Education Committee
- Contribute to the maintenance of the Association's website
- Assist with the development of marketing materials
- Provide support, as needed, for other Association activities
- Other duties as assigned

Job Requirements

- Bachelor's Degree Preferred
- Experience in member services and/or association management preferred
- Event planning experience
- Database management experience
- Excellent communication skills, both verbal and written
- Ability to multi-task, prioritize and to handle multiple simultaneous tasks

- Strong interpersonal skills
- Proficient with Microsoft Office and Adobe
- Experience with Adobe Illustrator, Adobe InDesign, Canva, Wordpress or other design programs is a plus
- Ability to work collaborative across teams
- Ability to work unsupervised and independently

Physical Requirements

These requirements listed below are representative of the physical ability required:

- Ability to sit and use computer workstation, including keyboard and visual display terminal, for extended period
- Ability to navigate within the work environment as needed
- Ability to physically travel by automobile or airplane as required

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.