

Membership Coordinator

Indiana Hospital Association (IHA) is a nonprofit organization that serves as the professional trade association for more than 170 Hoosier hospitals. The mission of IHA is to provide leadership, representation, and services in the common best interests of its members as they promote the improvement of community health status. IHA's primary responsibility is to represent the interests of hospitals in matters of public policy. IHA also provides members with education, communications, and data collection services.

Position Summary: IHA is seeking a highly motivated, customer-friendly, and detail-oriented applicant for the position of membership coordinator. This individual will work closely with the vice president of member services to facilitate accurate and timely member communications, deepen the reach and breadth of IHA's reach within member organizations, serve as a reliable resource for member inquiries, and strengthen relationships with members and key partners.

The membership coordinator also serves as the ambassador to IHA's office, receiving visiting members and other guests. Other general administrative duties include sorting/distributing incoming mail and deliveries.

Reports to: Vice President, Member Services

Supervisory Responsibilities: None

Prepared Date: April 2018

Status: Salary, non-exempt

Core Responsibilities:

Essential functions include but are not limited to the following:

Membership Coordination:

- Monitor and maintain the integrity of IHA's membership database (AMS)
- Work in tandem with Association information technology and communication teams to assure high functionality of the AMS
- Ensure the accuracy of syncing lists between the AMS and MailChimp and/or other communication/marketing tools
- Proactively identify ways to incorporate AMS data into IHA processes and initiatives
- Help establish benchmarking programs to monitor member involvement and "touches"
- Manage the Association's "CEO assist portal" process to ensure up-to-date contacts across member hospitals' C-suites
- Manage IHAconnect.org website registrations and permissions based on membership or partner status

- Coordinate AMS contact types for security access to Association online reports/dashboards with data services staff
- Guide members, endorsed business partners and sponsors through the onboarding process and related access points
- Manage production of reports requested by endorsed business partners and sponsors
- Contribute to improvements in processes related to delivery of all types of member services and communication

General Administrative Duties:

- Serve as the office receptionist and greet guests and visitors
- Sort and distribute incoming mail and deliveries
- Respond to members' requests promptly, seeking guidance as needed and informing staff as appropriate
- Answer and screen incoming calls, directing callers to the appropriate staff member (shared responsibility with other team members)
- Assist with annual meeting preparedness
- Perform other administrative duties and tasks as requested

Education and Experience:

- Bachelor's degree preferred
- Experience with the hospital industry and/or trade association or membership group preferred

Requirements: *The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Knowledge, Skills, and Abilities:

- Working knowledge of member database systems
- Proficient in Microsoft Office software, especially Excel
- Working knowledge of Sharepoint preferred
- Excellent interpersonal, written, and verbal communications skills
- Must be organized, efficient, and resourceful
- Strong customer service skills
- Ability to set priorities and handle multiple, sometimes competing, tasks and projects
- Ability to anticipate needs and work independently with little supervision
- Good problem-solving skills and the ability to make independent decisions when appropriate
- Ability to project a positive and professional image at all times, both in person and on the phone

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Normal office environment

- The noise level in the environment is moderate.
- Hours are generally Monday – Friday, 8:30 a.m. – 5 p.m., with some flexibility on start and end time. Additional hours may be necessary to complete job requirements.
- Travel is limited.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job the employee is regularly required to sit, talk, and hear. The employee is frequently required to stand, walk, reach with hands and arms, and use hands to finger, handle, or feel. The employee is occasionally required to lift up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Incumbent will follow any other instructions and perform any other related duties as may be required by his or her supervisor.

Application: IHA is an EOE and provides a competitive salary with outstanding benefits and a fun, dynamic work environment. If this opportunity is for you, please submit your cover letter, resume with references, and salary requirements to Cathy Arnold at carmold@IHAcconnect.org by Thursday, May 31.