



SICKLE CELL DISEASE ASSOCIATION OF AMERICA, INC. ®

POSITION ANNOUNCEMENT

MEMBERSHIP SERVICES ADVISOR

The Sickle Cell Disease Association of America, Inc. (SCDAA), a national patient advocacy organization, supporting patients, families and communities affected by sickle cell disease, is seeking a qualified professional responsible for supporting all Membership activities: recruitment and retention, member services and engagement, oversight of membership database, and growing dues revenue.

The position is also responsible for the development and maintenance of relationships within the organization, encouraging networking and connections across regionally/nationally. Other duties include tracking membership statistics, providing technical assistance to member organizations and affiliates to best leverage the benefits provided to them through SCDAA.

I. RESPONSIBILITIES INCLUDE:

- Recruiting and qualifying potential member organizations. This includes updating and leveraging a CRM to record notes, log follow-up activities, and send related communication to prospective members and stakeholders.
- Coordinates the provision of technical assistance (SCDAA Leadership Training Academy) to member organizations. This may include community outreach and advising member organizations on best practices in the areas of outreach, recruitment and communications.
- Supports Member organizations by providing information, coaching and technical guidance regarding membership compliance.
- Serves as Project Manager/Team Lead for member-focused events and activities. This includes interfacing with event managers, vendors and contractors.
- Prepares and distributes annual program and financial report forms to Member organizations.
- Reports monthly on the compliance status of Member organizations for review by the President/Chief Executive Officer or designee.

- Ensures that notices of assessments are sent to member organizations and charts their record of payment.
- Maintains the SCDAA Policy Manual for Member organizations and performs other editorial and writing duties as assigned.

Beverly Francis-Gibson, MA
President/Chief Executive Officer

David N. Braxton, PhD
Chairman of the Board

Ed Flowers
First Vice Chair

JaKela Parker
Treasurer

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Biree Andemariam, MD
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Tanique Mitchell

Thomas Johnson, J.D.

Christopher Hollins, MBA

Bernie Lawrence-Watkins, Attorney

Gwendolyn Poles, DO

Crystal Riley, PharmD. MHA, MBA

Kim Smith-Whitley, MD

Wanda Whitten-Shurney, MD

Kwaku Ohene-Frempong, MD
Board Member Emeritus

Lennette J. Benjamin, MD
Board Member Emeritus

- Provides personable and professional customer service to members and prospective members
- Establishes and administers surveys/polls and produce appropriate reports as needed
- Prepares, with approval by the President/Chief Executive Officer, a comprehensive quarterly report that is to be submitted to the Membership Program Review Committee on Member organizations compliance, status, requests, issues, etc.
- Submits a quarterly report to President/Chief Executive Officer of all pending membership applications.
- Accepts and prepares membership applications for management making certain all required information has been submitted and notifies applicants of application status.
- Assess Member organizations for penalties and present said reports to President/Chief Executive Officer for approval.
- Provides an updated roster to Member organizations quarterly and as requested.
- Recruiting member organizations & participants for enrollment into specific SCDAAs specific grants & projects.
- Assist with identifying field sites for Community Health Workers and potential future programs and services.

II. SPECIAL KNOWLEDGE OR SKILLS:

- Proficient with Microsoft Office software including spreadsheets
- Results-oriented with high level of attention to detail and ability to multi-task
- Ability to analyze incoming information and prioritize.
- Exceptional written, oral, interpersonal and organizational skills.
- Knowledge of social media platforms
- Ability to prioritize inquiries and requests
- Strong team player, conducts and maintains collegial relationship with staff and members; has positive “can do” attitude; flexible
- Ability to travel as needed
- Ability to work well on their own, troubleshoot and resolve issues independently
- Ability to work under pressured conditions. (i.e., short time lines and manage multiple demands).

III. EDUCATION AND EXPERIENCE:

- Bachelor’s Degree in Business, Marketing or Communications preferred or 3 to 5 years of specialized experience with a non-profit organization in member services.

IV. SALARY AND BENEFITS

The annual salary range is \$45,000 to \$52,000 per year commensurate with experience. SCDAAs offers a generous benefits package which includes: Health, Dental, Vision, Life insurance, Short Term Disability, Accrued Vacation, Sick and Personal Leave. 401K Retirement Plan.

V. TO APPLY

Email resume, cover letter and three (3) supervisory references to: LHughes@sicklecelldisease.org