



JOB DESCRIPTION

MEMBER ENGAGEMENT COORDINATOR

The Sickle Cell Disease Association of America, Inc. (SCDAA) is a national advocacy organization, composed of 50+ Member Organizations spanning more than 25 states. SCDAA supports individuals, families and communities affected by sickle cell disease. SCDAA is seeking an experienced professional responsible for supporting all membership activities.

The Member Engagement Coordinator will engage in the development, maintenance, and cultivation of relationships with current and potential stakeholders and other partner organizations, encouraging networking and connections regionally and nationally. The Member Engagement Coordinator will also support all Development efforts and play an active role in efforts to increase the number of members and stakeholders that partner with, and support SCDAA. This position serves as an ambassador/liaison for SCDAA and the Member Organizations.

RESPONSIBILITIES:

- Recruit and qualify potential member organizations. Receive and prepare membership applications, making certain all required information is submitted, and notify applicants of status. Update and leverage a CRM to record notes, log follow-up activities, and send related communication to prospective members and stakeholders.
- Provide technical assistance (via the SCDAA Leadership Training Academy) to member organizations. This may include scheduling speakers, community outreach and advising member organizations on best practices in the areas of outreach, recruitment, and communications to best leverage the benefits provided to them through SCDAA.
- Support Member organizations by providing information, coaching and technical guidance regarding capacity-building and/or membership compliance.
- Serve as Project Coordinator/Team Lead for member-focused events and activities. This includes interfacing with event staff, vendors, and contractors.
- Track membership statistics. Establish and administer surveys/polls and produce appropriate reports as needed, including an annual program, financial report forms, monthly reports, and/or quarterly reports on compliance, application status, requests, issues, etc.
- Ensure that notices of assessments are sent to member organizations and chart their record of payment.

- Maintain the SCDAAs Policy Manual for Member organizations and perform other editorial and writing duties as assigned.
- Provide personable and professional customer service to members and prospective members. Maintains confidentiality.
- Provide an updated roster to Member organizations quarterly and as requested.
- Recruit member organizations & participants for enrollment into specific SCDAAs specific grants, projects, and events.
- Work closely with Development staff and provide support for Development activities and grant administration. May also interact with members of the SCDAAs Board of Directors as needed.
- Other duties as required.

I. SPECIAL KNOWLEDGE OR SKILLS:

- Demonstrated experience in an association environment with a focus on working with its members.
- Proficient with Microsoft Office software including spreadsheets.
- Results-oriented with a high level of attention to detail and ability to multi-task.
- Ability to analyze incoming information and identify priorities.
- Strong communication (oral and written), collaboration and organizational skills.
- Knowledge and experience working with 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 and is 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 timelines and multiple demands).

II. EDUCATION AND EXPERIENCE:

- Three to five years of specialized experience with a non-profit organization in member services, preferably with a health or healthcare focus.
- Bachelor’s Degree required with a preferred focus on Marketing, Communications or Psychology

Individuals with demonstrated experience should forward their resume and a cover letter to Info@sicklecelldisease.org and put “Member Engagement Coordinator Submission” in the subject line.