



## POSITION DESCRIPTION

**Position Title:** Coordinator, Member Relations (Part-Time)

**Reports To:** Manager, Member Relations

The Coordinator, Member Relations is a part-time position who serves as the primary point of contact for customers and is responsible for ensuring that ASPEN's members and other parties receive assistance with their questions and concerns. This position plays a critical role in providing an interface between current and potential members, as well as other customers and stakeholders, and the association. This role involves interacting with members and customers to provide information in response to inquiries about products or services, and to handle and resolve complaints and concerns.

### **Primary Responsibilities:**

1. Customer Service coverage including, but not limited to:
  - Providing primary contact and backup to Intelligent Office (IO), ASPEN's remote receptionist, for telephone and email inquiries and requests for information
  - Managing the day-to-day interaction with customers and assuring that their needs and requests are met in a professional and timely manner
  - Maintain member data system to ensure accuracy and completeness of member information
  - Customer order support, including refunds, exchanges and general fulfillment issues and queries
  - Supporting and exemplifying the Society's standard of offering excellent service
2. Administrative duties include, but are not limited to:
  - Generating queries and reports from Impexium (ASPEN's Association Management System/AMS) as requested
  - Identifying and communicating trends of inquiries and recommending changes to website or other media to support more effective communication
  - Coordinating ASPEN's membership renewal campaign in coordination with membership staff, including monthly emails
  - Provide regular mailing lists to ASPEN journal publisher
3. Project Management
  - Serving as point of contact for the Global Nutrition Partnership Program
  - Managing Annual Conference and other ASPEN event registration
  - Serving as point of contact for IO, including regular updates to ASPEN's guidebook for IO
4. Other related duties as assigned

### **Qualifications:**

- Associate's Degree preferred
- Two or more years related experience
- Proactive follow-up to maintain and build customer relationships
- Excellent oral and written communication skills
- Detail oriented and works with a high degree of accuracy and efficiency
- Highly organized and flexible
- Multitasking and time management skills
- Must be self-directed and able to complete projects with limited supervision
- Working knowledge of Microsoft Office suite of products (Word, Excel, PowerPoint), association management systems and basics of accounting software
- Ability to work in a fast-paced, team-oriented environment
- Capable of interacting on a professional level with the Society's leadership, management, and support staff

### **Physical Requirements**

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to lift 15 pounds at times.

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

*ASPEN is an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.*

**To apply, please email cover letter with salary requirement and resume to [jobs@nutritioncare.org](mailto:jobs@nutritioncare.org)**