



Position Description

Date: April 17, 2024
Position Title: Specialist, Membership and Member Services
Reports to: Director, Membership and Engagement
Status: Exempt

About ASAM

The American Society of Addiction Medicine (ASAM) is a medical professional society of over 6,000 members with 50+ staff and a \$10M annual operating budget. It is an energetic, fast-paced organization with multi-faceted opportunities in the area of addiction medicine.

Position Summary:

This position will provide primary general telephone support to the society, as well as administrative and project support for the Membership & Engagement, Governance & Operations departments.

Responsibilities/Duties:

Member Services

- Respond to and field emails and phone calls from callers pertaining to website login, membership, conference, courses, payments, and other ASAM products and services.
- Responsible for maintaining internal and external FAQ resources for staff reference.
- Tracks and provides updates to department management on trends & issues from all emails and phone calls.
- Other duties as assigned.

Membership

- Processes new member applications.
- Processes renewal payments and update membership records accordingly.
- Performs monthly quality control checks to ensure data accuracy and consistency in association database.
- Responsible for performing data entry and data clean-up projects to improve the database integrity routinely and systematically.
- Processing of bi-monthly journal labels and reporting for JAM
- Other duties as assigned

Required Qualifications

- One to two years of member services experience working within an association.
- Proficient with Microsoft Office Suite
- Experience maintaining data.

Desired Qualifications

- Experience working with medical associations is preferred.

- Experience with MemberSuite (AMS) is desirable.
- Bachelor's degree

Skills and Abilities:

- Excellent communication and customer service skills are required.
- Ability to handle multiple priorities in a fast-paced environment with attention to detail.
- Team player with positive attitude, enthusiastic energy, and ability to have fun with team members.
- Resourcefulness and creativity valued.

To Apply:

Please submit a resume explaining your interest in this position and how your skills match the position to the following address:

https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=6204078

Recruiting Salary Range: Commensurate with experience (with a robust benefits package)

ASAM provides equal opportunity to all staff. No person shall be discriminated against because of race, color, religion, sex, national or ethnic origin, age, physical handicaps, marital status, sexual orientation, family responsibilities, political affiliation, or any other category that is protected by federal law or the laws of the Maryland.



ASAM is proud to be honored with the Sloan Award for Excellence in Workplace Effectiveness and Flexibility for its use of flexibility and other aspects of workplace effectiveness as a workplace strategy to increase business and employee success. ASAM was one of eight organizations and the only association to be recognized in the state of Maryland.