Program Assistant, Membership

Association of Zoos and Aquariums
Silver Spring - MD (United States)

Job

The Association of Zoos and Aquariums (AZA) has an exciting opening for a Program Assistant, Membership. The position will assist with member/internal communications, recruitment, and member engagement strategies at AZA. This position will work closely with all AZA staff across departments, with a core focus on the Member Services team and Communications and Marketing team. This position is based in Silver Spring, Maryland, and is not a remote position.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Internal Communications – Recruitment, Retention and Engagement

- Assist and support the Director, Membership and Database Operations with all print and digital member retention and recruitment efforts, to include the development of materials, list procurement and distribution, and analyzing results.
- Coordinate content and graphic elements for print and digital member communications, including e-newsletters, surveys, web content and digital marketing (Constant Contact, Survey Monkey).
- Support development of e-ballot voting platform for annual elections process.
- Curate automated messaging; add/train new users, provide customer service and moderate online communities using the AZA Network, AZA’s member-driven online community (Higher Logic).
- Monitor overall volume and schedule of Association communications to members.
- Assist in compiling, editing, proofreading and updating information for Insight and Explore e-newsletters.
- Assist with annual retention campaign with preparation of dues invoices and collateral.
- Provide customer service with all members and prospective members regarding Association services and membership.

Member Services and Support

- Maintain organization member demographics, surveys and posting of reports.
- Update the website and manage the www.AZA.org calendar for the Member Services department.
- Maintain updated Free & Discounted list.
- Manage the AZA Jobs site, including supporting customers in posting jobs and invoicing.
- Provide support at the AZA Annual Conference registration desk and AZA Central, including oversees of the Student Career event.
- Manage the AZA Committee database tracking process.

Experience Required

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS • Experience working with database applications, AMS, preferably NetForum. • Experience using online member networking platform, preferably Higher Logic. • Excellent verbal and written communication skills, with a high-level of customer service. • Creative problem solver with superior organizational skills, strong attention to detail, and ability to handle multiple projects. • Knowledge in working with a web-based content management system, as well as websites such as Donate Now, Constant Contact, Survey Monkey, etc. • Self-motivated with ability to work independently. • Ability to work well under pressure in a fast-paced environment while meeting deadlines. • Skill in establishing and maintaining effective working relationships with staff,
members and vendors. MINIMUM TRAINING AND EXPERIENCE • Bachelor’s degree • Minimum 2 years of experience with customer service or membership administration. Non-profit background strongly preferred. • Proficiency with Microsoft Office (Word, Excel)

Further Comments

PHYSICAL DEMANDS AND WORK ENVIRONMENT The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions. While performing the duties of this position, the employee is regularly required to talk or hear. The employee frequently is required to use hands or fingers, handle or feel objects, tools, or controls. The employee is occasionally required to stand; walk; sit, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this position include close vision, distance vision, and the ability to adjust focus. The noise level in the work environment is usually low to moderate.

Salary

$40,000

How to Apply

To apply, please forward cover letter and resume to Melissa Howerton, SVP Member Services. No phone calls please.

Association of Zoos and Aquariums (AZA)
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