

MEMBERSHIP COORDINATOR

GENERAL DETAILS

Date:	<u>August 5, 2024</u>
Position Title:	<u>Coordinator, Membership</u>
Department:	<u>Membership & Events</u>
Reports to:	<u>Senior Director, Membership</u>
Starting Salary:	<u>\$60,000.00 - \$65,000.00 per year</u>

ABOUT US

The Alliance for Regenerative Medicine (ARM) is the leading international advocacy organization championing the benefits of engineered cell therapies and genetic medicines for patients, healthcare systems, and society. As a community, ARM builds the future of medicine by convening the sector, facilitating influential exchanges on policies and practices, and advancing the narrative with data and analysis. We actively engage key stakeholders to enable the development of advanced therapies and to modernize healthcare systems so that patients benefit from durable, potentially curative treatments.

As the global voice of the sector, we represent more than 400 members across 25 countries, including emerging and established biotechnology companies, academic and medical research institutions, and patient organizations.

POSITION SUMMARY

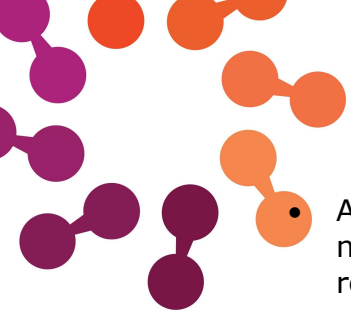
The Alliance for Regenerative Medicine (ARM) seeks a Membership Coordinator to serve as a first-line customer service representative to ARM members and members of the cell and gene therapy community. This individual will process new member applications and renewals and generally support ARM's work to recruit new members and engage existing members.

The position reports to the Senior Director of Membership.

This is a hybrid position based in the Washington, DC area. The person in this role will be required to report to work in ARM's DC Office in-person at least two days per week.

JOB DUTIES

- Serve as the first-line customer service representative for ARM members and potential members.



- As a power user of the ARM database, iMIS, add and update information as needed (list uploads, duplicate records, outdated information, etc.), taking responsibility for maintaining high data quality.
- Serve as the primary manager of the general membership inbox, responding to requests, and forwarding questions as appropriate.
- Assist with membership engagement and recruitment plans for conferences and in-person meetings by preparing background reports on members and prospects.
- Attend some ARM conferences to support member recruiting and engagement initiatives.
- Maintain the Membership Department prospects list to keep colleagues on track for member and prospect follow-up.
- Process new member applications and send new member dues invoices.
- Process renewal invoices and follow up with members via phone and email until payment is received or members are dropped.
- With the Finance Department, maintain a detailed tracking document for dues renewal so that the Membership Department can easily see which organizations are up for renewal, and where they stand in relation to payment by the due date.
- After supervisor approval, process membership terminations in all relevant databases.
- Maintain ARM forum and advisory group rosters in iMIS.
- Assist members with use of Higher Logic member platform.
- Draft and maintain detailed procedures documents for all job responsibilities.
- Other duties as assigned

KEY QUALIFICATIONS

- Proficiency with MS Office, especially Excel, Outlook, and SharePoint,
- Commitment to customer service
- 2-4 years of association experience (preferred)
- Desire to improve processes (strongly preferred)
- Ability to work in a fast-paced environment (essential)
- Database management (CRM) experience (essential)



HEALTH BENEFITS

Employees are eligible to enroll in the following benefits on the 1st day of the month following their hire date:

- Health insurance
- Dental insurance
- Vision insurance
- Life Insurance
- Short-term disability
- Long-term disability

To apply, please email a resume to recruiting@alliancern.org.