



Membership and Communications Coordinator Position Description

About AOPA

The American Orthotic and Prosthetic Association (AOPA) is a national trade association committed to providing high quality, unprecedented business services and products to O&P professionals. Since our founding in 1917, we have worked diligently to establish ourselves as the voice for O&P businesses. For more information on AOPA, please visit www.aopanet.org.

Position Description

The American Orthotic and Prosthetic Association (AOPA) is seeking an enthusiastic and experienced Membership and Communications Coordinator (MCC) looking to work in a dynamic work environment. This position will play a key role in building and conveying the value of AOPA to members; maintaining membership records; and identifying and cultivating new members. This position is also responsible for maintaining all aspects of the AOPA Bookstore to include customer service, processing orders, and inventory of products. They are also responsible for providing administrative support to the Membership and Communications Department as well as assisting with some Governance tasks. The MCC is a full-time, entry-level position reporting to the Director of Membership and Communications.

Responsibilities:

- Serve as a contact for all member inquiries.
- Execute strategies to recruit and orient new members; and ensure member renewals
- Maintain member data system to ensure accuracy and completeness of member information
- Work closely with other staff to continually inform members of services and benefits of membership; assist with the execution of related email and other marketing efforts
- Assist with member communication activities that drive and increase use of benefits and resources
- Collect, analyze, and report member feedback
- Provides administrative support for special projects
- Manages AOPA's bookstore.
- Assist with the Volunteer process, including helping maintain the list of Committee members
- Help maintain and further build out My OP Community
- Performs front office activities: Distributes mail/deliveries to staff mailboxes, checks general voicemail and distributes messages accordingly, and maintains office supply and stationery inventory.
- Assist with AOPA's social media
- Build emails to be sent out
- Other duties as assigned

Qualified candidates should have:

- Bachelor's degree required. In lieu of a degree, two or more years of relevant experience may suffice.
- Some work experience required. Direct experience working in membership services for an association is highly preferred.
- Ability to manage and maintain data with accuracy and thoroughness.
- Ability to think strategically, proactively identify issues, and generate recommendations.
- Solid organizational skills and attention to detail; ability to handle multiple tasks simultaneously and balance competing priorities; experience in planning multi-step projects.
- Demonstrated writing skills; effective verbal communication skills.
- Takes initiative, demonstrates creativity, personable and has a high level of professionalism.
- Comfort working independently, as well as part of a team.
- Customer focus oriented and interest in further development of skills.

Additional Requirements

- Proficiency in MS Office Suite (Word, Excel, PowerPoint) required.
- Demonstrated experience in member database management; use of AMS/CMS (membership database). Experience with Netforum preferred

AOPA Benefits & Culture

AOPA offers a competitive nonprofit salary and strong benefits package, including: 100% payment of employee premiums for health insurance (medical, vision and dental), life insurance, and disability insurance. AOPA also offers health savings and flexible spending accounts; a 401(k) retirement plan with employer match; a hybrid remote/in-office work policy; and generous personal, vacation, and sick leave.

For this position, we are seeking candidates who reside in Northern VA, DC, or MD, as work must be performed in or near AOPA's headquarters in Alexandria, VA.

AOPA maintains a hybrid in-office/remote work policy and will continue to so for the foreseeable future. Currently, most employees work at least one day per week in-office and up to four days remote. AOPA's staff is a highly collaborative team that depends on open communication, individual accountability, and our diverse expertise to serve our membership and the O&P community.

AOPA is an equal opportunity employer, committed to a diverse and inclusive workplace. AOPA considers qualified applicants for employment without regard to age, sex, ethnicity, religion, disability, marital status, sexual orientation or gender identity, military/veteran status, or any other basis prohibited by applicable law.

To apply, please submit the following in PDF format, no later than April 7, 2023 to HR@aopanet.org, with "MC2023" as the subject heading. *Writing and excel tests may be administered later in the review process.*

- Resume w/ two professional references
- Your completed position questionnaire ([download here](#))

Questionnaire URL: <https://www.dropbox.com/s/vtgyvwb4rp51946/MC2023%20Questionnaire.docx?dl=0>