



## MEMBERSHIP ENGAGEMENT COORDINATOR

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Reports to: Manager, Member and Chapter Engagement

Department: Membership

E/NE Status: Exempt

PT/FT Status: FT

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### **SOCIETY OF HOSPITAL MEDICINE SUMMARY**

Hospital medicine is a medical specialty dedicated to the delivery of comprehensive medical care to hospitalized patients. Practitioners of hospital medicine include physicians (“hospitalists”) nurse practitioners, physician assistants and other providers who engage in clinical care, teaching, research, or leadership in the field of general hospital medicine. In addition to their core expertise managing the clinical problems of acutely ill, hospitalized patients, hospital medicine practitioners work to enhance the performance of hospitals and healthcare systems.

The Society of Hospital Medicine (SHM) is a professional medical society representing more than 16,000 hospital medicine professionals in the United States and around the world.

SHM offers educational resources, clinical and practice-related publications, networking communities and professional development resources to help hospital medicine professionals thrive and deliver exceptional care to patients.

### **JOB SUMMARY**

The Membership Engagement Coordinator is responsible for the day-to-day operations of one of the primary membership engagement vehicles through the Chapter Program. Chapters provide a regional mechanism for networking and education and is currently comprised of almost 60 local chapters which are divided into 4 geographical regions across the country.

This position will support the Manager, Member and Chapter Relations, in administrative tasks associated with the strategic growth of the Chapter programming in two Regions as a tool for membership acquisition and retention and will assist in utilizing these channels to support larger SHM national initiatives.

### **DUTIES & ESSENTIAL JOB FUNCTIONS**

Chapters:



- Coordinate and perform administrative support for the day-to-day operations of SHM Chapters in assigned regions.
- Gather, enter and/or update data for all chapter related meeting requests and reports in assigned regions.
- Coordinate promotion of chapter meetings, including email invitations, meeting flyers, website and online community platform.
- Build relationships with and provide exceptional customer service and support to volunteer leaders and members via email, telephone and at onsite events.
- Maintain all chapter related content on the SHM website.
- Manage discussions, content, events and documents in online chapter communities within Hospital Medicine Exchange (HMX).
- Support volunteer leaders in the coordination of meetings and conference calls, including quarterly Chapter District calls.
- Work with team to develop and implement member acquisition and retention initiatives.
- Work with team to develop new chapters in unrepresented territory within assigned regions based on population of members.
- Maintain records related to established compliance guidelines and assist with the annual staff evaluation of chapters.

General:

- Assist with membership related projects as requested.

**QUALIFICATIONS**

- Bachelor's degree in communications, marketing, business administration or related field required.
- 1-2 years' experience in customer service or association management setting a plus.
- Experience in membership organizations a plus.
- Extremely organized and detail-oriented with the ability to create project plans and see a project from start to finish.
- Strong oral, written and interpersonal skills.
- Proficient in Microsoft Office; proficiency working with databases.
- Ability to travel 10% of the time.