



Member Relations Specialist

Membership & Global Affairs Business Unit

Non-Exempt

Report Structure:

The Member Relations Specialist reports to the Senior Manager, Membership and Member Networks.

Qualifications:

The Member Relations Specialist provides exceptional customer service support for the Academy. They are responsible for responding to and directing incoming inquiries, processing payments, promoting AAO-HNS products, programs and services and assisting with daily business unit activities.

College Degree preferred and/or 2-3 years previous experience working in a customer service call center, membership organization or other environment with direct interaction with customers. Strong customer service skills, which include good oral and written communication skills and an excellent telephone manner. Ability to organize, prioritize and coordinate tasks in a timely and efficient manner and work well under pressure. Cooperative and team-oriented demeanor a must. Strong attention to detail required. Requires overall computer proficiency with good knowledge of MS Office programs, including Outlook, Excel, Word and PowerPoint. Knowledge of iMIS or association management software a plus. Foreign language skills a plus.

Key Responsibilities:

- Manage all customer inquiries for the association through the customer service phone lines, fax and email accounts in a timely manner.
- Provides AAO-HNS phone queue coverage during AAO-HNS business hours.
- Provides support to the Senior Manager, Membership and Member Networks regarding special projects, AAO-HNS committees, sections, and membership recruitment, retention, and engagement efforts.
- Identify and analyze customer needs to ensure high customer satisfaction, growth and retention of business.
- Maintain overall accuracy of records in the customer database, the digital records archive system, and an understanding of all related aspects of the iMIS database.
- Manage the processing of membership batches, while working closely with the finance team.
- Responsible for keeping abreast of association activities to accurately respond to member and non-member inquiries.

Specific Duties:

- Support the membership lifecycle through activities such as processing membership applications, membership renewals, and batch processing in collaboration with Finance and IT.
- Collaborates with Finance to reconcile member transactions, resolve and research billing discrepancies, and process payments, refunds, adjustments.
- Provide monthly reports for the member Journal distribution in collaboration with the Communications Team and the external Journal vendor (SAGE).
- Sell, cross-sell and promote Academy products, services, and events.
- Assist the Senior Manager, Membership and Member Networks in maintaining and developing departmental procedures.
- Research undelivered mail and update the database with valid addresses to support the fulfillment of subscriptions, accurate billing records, and member benefit delivery.
- Coordinate the monthly merge process for duplicate records within the iMIS database.
- Solicit membership feedback and offer innovative ideas for membership recruitment, retention and engagement
- Assists the Senior Manager, Membership and Member Networks in reviewing and approving mailing list rentals, and mailing list uploads to the mailing list vendor (INFOCUS).
- Coordinates the survey request process for requests received from AAO-HNS members, committees, and staff.

Special Projects and Additional Responsibilities:

Duties and responsibilities may be added, deleted, or changed at any time at the discretion of management, formally or informally, either orally or in writing.

We encourage you to submit your resume with cover letter and salary expectations through one of the following options:

- Email: Attach a Word or PDF document or copy and paste your cover letter and resume and send to employment@entnet.org
- Fax: 1-703-683-5100
- Mail: AAO-HNSF, 1650 Diagonal Road, VA 22314-2857 Attention: Human Resources