



AIRA
AMERICAN IMMUNIZATION
REGISTRY ASSOCIATION

Membership Coordinator Position Description

Background

The American Immunization Registry Association (AIRA) is a 501(c)(3) nonprofit membership organization that promotes the development and implementation of immunization information systems (IIS) as an important tool in preventing and controlling vaccine preventable diseases. The organization provides a forum through which IIS programs and interested organizations, individuals and communities combine efforts, share knowledge and promote activities to advance IIS and immunization programs. A strong, unified voice for standards, policy and funding, AIRA is a resource for data exchange standards development, information sharing, education, and training.

AIRA is looking for enthusiastic team players who demonstrate drive and initiative. The successful candidate possesses a positive, optimistic attitude and has demonstrated problem-solving skills, a strong work ethic, and the ability to work independently in a fast-paced environment.

Position Summary

In this role, the Membership Coordinator will report to the Director of Strategic Initiatives. This position is responsible for planning, coordinating, and managing the day-to-day membership activities of the organization. It also supports the growth, maintenance, and engagement of AIRA's membership.

Duties & Responsibilities

Duties include, but are not limited to the following:

- Be the lead contact for all membership activities, questions, and problems.
- Develop and execute a plan to grow individual enrollment within each member IIS.
- Develop and execute a plan to grow engagement within the AIRA community.
- Manage and lead the annual membership renewal process.
- Handle all membership maintenance and reconciliation.
- Maintain and update committee membership as needed.
- Proactively reach out to clients to strengthen AIRA's relationships.
- Manage AIRA's online membership database. Perform daily database maintenance and upkeep tasks, organize regular membership reviews, and prepare relevant reports.





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- Serve as a key liaison with AIRA's Customer Relationship Management (CRM) software, update and reconcile entries in AIRA's CRM and membership database.
- Coordinate with the business team to track membership revenue.
- Update AIRA's website to reflect changes in membership, membership benefits, and other membership-related information.
- Provide updates and reports to track the status of all membership activities and the progress of any new initiatives.
- Develop and execute relevant work plans and detailed timelines.
- Work with the Director of Strategic Initiatives to grow AIRA's Supporting Members by prospecting, outreach, and partnering within the community.
- Cultivate relationships with AIRA's Supporting Members and assist them in optimizing their membership benefits.
- Work onsite at events (like the annual AIRA conference/National Meeting) to connect and engage with AIRA members.

Knowledge & Skills

The ideal candidate will have:

- Knowledge and expertise in area of immunizations and IIS preferred.
- Prior experience coordinating a membership of any kind is highly desired.
- Prior experience with database management and/or support is highly desired.

Experience & Qualifications

- A bachelor's degree in a relevant field.
- A minimum of two years interacting with clients and providing extraordinary service.

Ability to:

- Think big picture and also care about, track, and execute a multitude of small details successfully.
- Change direction and re-prioritize in response to evolving situations.
- Prioritize conflicting needs, handle tasks and requests expeditiously and proactively, and follow through on projects to successful completion, often with deadline pressures.



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- Exhibit stellar interpersonal skills including diplomacy, patience, and politeness.
- Ensure efficient and timely completion of program projects and activities.
- Maintain sensitive data in a confidential manner.
- Critically analyze a problem, recommend and develop solutions.
- Demonstrate success coordinating across groups of people.
- Emulate the style, philosophy, and persona of the organization with a positive and professional approach.
- Establish and maintain cooperative and effective working relationships with others.
- Work independently with little or no supervision.
- Work in a remote/virtual office environment.
- Travel (approximately 1-2 times a year in normal circumstances).
- Pass a background and reference check.

Possess:

- A passion for connecting with people, identifying their needs, and working with them to solve problems.
- A solid track record of meeting deadlines and being responsive.
- Clear written and oral communication skills.
- A dedication to clean data and efficient systems.
- A willingness to pitch in as needed on both small and large tasks.
- A passion for public health and the immunization field.
- Outstanding time management skills.
- Epic organizational skills.
- Attention to detail, a positive, optimistic, can-do attitude, excellent problem-solving skills and a strong work ethic.
- Computer proficiency (e.g., typing, emailing, web browsing, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Outlook, Microsoft OneNote).
- Initiative to conceive and implement new ideas to improve the success of the organization.





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Other Relevant Information

- This position is full-time with benefits.
- Headquarters are in Washington, DC, but this position works remotely (telecommute).

Application Process

Applicants must complete and submit an application packet consisting of:

1. AIRA Job Application
2. Cover letter
3. Résumé
4. Writing sample – please submit a writing sample that demonstrates both your commitment to extraordinary client service and your effective command of the English language.

All forms must be compiled into one electronic document and submitted in PDF FORMAT ONLY. Title application as follows: *Membership Coordinator – [applicant's last name] November 2020* Electronic applications will only be accepted for this position. Send complete application package to admin@immregistries.org. Applications that do not include the requested information in the correct format may not be considered.

Submission Deadline

The deadline for the submission of applications is Friday, November 13, 2020. Consideration of applicants will begin immediately upon receipt of application.

