

AMERICAN SOCIETY FOR PUBLIC ADMINISTRATION MEMBERSHIP COORDINATOR

The American Society for Public Administration—the nation’s leading professional association for the public administration field—is seeking a thoughtful and creative Membership Coordinator. The coordinator is the organization’s primary representative to our 7,500 members, including public servants working at every level of government; university deans, chairs and professors; and students.

The Membership Coordinator is responsible for the effective management and execution of ASPA’s membership renewal, retention and recruitment activities. The role focuses on successful relationship building with current and prospective members, requiring a high level of interpersonal communication and exceptional communications skills. Specific responsibilities include the following:

- Work with executive staff in implementing membership campaigns, projects and initiatives.
- Assist in developing recruitment strategies, maintain a timeline of activities and execute them with measurable results.
- Oversee the new member experience for the first year of membership; facilitate member experiences that increase knowledge of and engagement within the organization; and manage the group member experience.
- Execute membership operations, including dues payments and processing, member eligibility and benefits, membership categories, member relations and service delivery.
- Update membership records, perform data quality control and prepare membership-related reports for ASPA leadership and executive staff.
- Routinely review and edit existing membership related materials, print and electronic, for effectiveness and accuracy.
- Bring creative ideas to the table for developing membership marketing materials.
- Represent the society at public service events (occasional travel is possible).
- Respond promptly and effectively to membership inquiries and requests for assistance.

Successful applicants possess the following qualifications:

- Strong proficiency with database platforms – knowledge of iMIS a plus.
- General technology savvy, specifically with Microsoft Office (Word, Excel, Outlook) and online email distribution software.
- Excellent customer service orientation.
- Demonstrates critical thinking skills and creative problem-solving.
- Impeccable writing and verbal communications skills tailored to diverse audiences.
- Keen attention to detail and outstanding organizational skills.
- Experience working in nonprofit, preferably membership-driven, organizations a plus.

A Bachelor’s degree is required; prior experience working in a membership-related capacity a plus. A strong commitment to public service is a must.

Qualified candidates should forward a cover letter, salary requirements, resume and a writing sample to Karen Garrett, 1730 Rhode Island Ave., NW, Suite 500, Washington, DC 20036 or kgarrett@aspanet.org. No phone calls, please.