



Membership and Affiliated Support Group Coordinator

United Ostomy Associations of America (UOAA), a national non-profit organization, has a great opportunity for a Membership and Affiliated Support Group (ASG) Coordinator to join our passionate and dedicated team in Kennebunk, Maine. You will join an outstanding group of professionals dedicated to our mission to promote the quality of life for people living with ostomies or continent diversions through information, support, advocacy and collaboration.

UOAA is seeking a **32 hour per week** Membership and Affiliated Support Group (ASG) Coordinator to provide support to the national members and affiliated support groups associated with the organization. The position is not remote, you must be able to work in UOAA's Kennebunk, Maine office. The Membership and ASG Coordinator is responsible for a wide range of support functions, and the ideal candidate will be organized, efficient, creative, proficient in understanding and utilizing technology, and will have excellent attention to detail. In this role you must be comfortable managing multiple tasks and changing priorities.

One of the primary responsibilities of this position will be to recruit, renew and maintain UOAA's national membership program for both individual and medical professionals. The other primary responsibility will be to support the needs of both new and existing Affiliated Support Groups (on average between 275 and 300 groups) and engage with the ASG Leaders to promote UOAA. In this role you will also communicate and work with UOAA's Director of Affiliated Support Group Affairs on a regular basis to provide guidance to the ASGs.

You will also respond to all email inquiries directed to UOAA's website (ostomy.org) and will provide back-up to UOAA's information line (1-800 number) when the Office and Program Coordinator is unavailable.

Essential Job Functions:

- Respond to email inquiries made through UOAA's website.
- Recruit, renew and support UOAA's national individual and medical professional members.
- Create new membership campaigns to increase membership and assist UOAA's Outreach and Communications Manager in promoting them.
- Work with UOAA's Engagement Committee on developing new membership benefits.
- Support and engage ASG Leaders on a regular basis through phone calls, emails and mailings.
- Maintain UOAA's Support Groups listed on UOAA's website and in *The Phoenix* Magazine, a quarterly ostomy publication.
- Manage UOAA's "Standards for Success" program on the organization's website.
- Open and log daily mail; enter all donations into eTapestry/Blackbaud and print and mail thank you letters on a regular basis.
- Maintain UOAA's Archives, Board Volunteer Hours and annual Policy requirements.
- Attend and provide administrative assistance at UOAA's biennial National Conference.

- Assist with projects upon request by UOAA's Executive Director, President and other members of UOAA's staff.

Qualifications:

- Strong interpersonal and communication skills; ability to assist stakeholders over the phone and via e-mail.
- Non-profit or Association Membership experience.
- Ability to prioritize, organize workload, and meet deadlines.
- Donor database management experience with one or more CRM databases required (preferably e-Tapestry/Blackbaud).
- Proficiency in Microsoft Office (Word, Excel, PowerPoint) and Adobe.
- Strong proofreading skills and careful attention to detail.
- Ability to handle sensitive and confidential information with discretion.
- Comfortable working in a small office environment and interacting with volunteers and Board members located across the United States.
- Be able to lift/move up to 30 lbs.

This position is an hourly, non-exempt position of 32-hours per week with an hourly rate starting at \$21.00 per hour depending on experience. Benefits include paid time off (sick, vacation and paid holidays), retirement benefits and a medical stipend of \$168.33 per month is included.

Please submit a resume and a cover letter by e-mail to christine.ryan@ostomy.org. Resume and cover letter must each be submitted as PDF or MS Word documents attached to your e-mail. Please do not submit resume or cover letter in the body of your e-mail.