

**TITLE:** Membership and Annual Meeting Coordinator

**ORGANIZATION:** FEDERATION OF STATE PHYSICIAN HEALTH PROGRAMS (FSPHP)

**ROLE:** Part-Time Remote Employee (25 hrs. a week)  
Flexible Schedule w/ hours spread out Monday thru Friday  
Potential for the Position to go Full-Time

**REPORTS TO:** Linda Bresnahan, Executive Director, FSPHP

**Travel:** FSPHP Annual Conference & Business Meeting typically in April/May, 5-6 days  
Possibly other trips to be determined

**ABOUT FSPHP:** The Federation of State Physician Health Programs is a nonprofit 501 (c)3 membership association, with 200 members including 46 state physician health programs from across the US. The mission of the FSPHP is to support physician health programs in improving the health of medical professionals, thereby contributing to quality patient care. The membership includes physicians, healthcare professionals and other professionals who are dedicated to supporting the health and well-being of physicians and healthcare professionals who may be at risk of substance use disorders, burnout, stress and mental health conditions. See more at [FSPHP.org](http://FSPHP.org).

The position offers flexible part time hours at 25 hours a week, remotely working from home, although a steady schedule within weekday hours is needed. Travel may be required annually, 5-6 days typically in April for the FSPHP annual meeting. Required hours around this time will be increased prior to the annual meeting and decreased following the meeting. The position reports to the executive director.

**POSITION SUMMARY:** Provides membership support to the FSPHP, a nonprofit 501(c)3 national membership organization. Utilizing **MemberClicks** features, oversee membership recruitment and retention. Encourage and follow up on membership renewals, outreach and process new membership applications, and address membership inquiries including updating and maintaining the membership database and yahoo e-groups.

Responsible for planning and implementing the annual meeting in collaboration with the Program Planning Committee, and other meeting events as needed for members, and committees. Coordinates Program Planning Committee meetings, agenda, minutes, and schedule. Work with committee members and volunteers in scheduling and planning all aspects of the annual conference including securing exhibitors and educational sponsors. Handle registrations and special requests for attendees, exhibitors, sponsors and speakers. Assist with the development and management of event budgets. Develop electronic and print communications (brochure, website content, onsite program booklet) and establish and implement marketing schedule for events. In collaboration with ED, and volunteer support create an on-site assignment schedule and team spirited member-involved support plan to orchestrate the conference.

Serve as a positive, professional voice and presence for the FSPHP Members and Leadership. Provide support in preparing for monthly board of directors' meetings.

Drawing from other leading and national associations consider website content, processes, programming and membership portal features that bring membership value. Develop fresh website content and updates the website with an eye toward member value and member portal content.

## **RESPONSIBILITIES INCLUDE:**

1. **Membership Support:** Build and sustain strong member relations through timely and attentive detail in handling member requests. Optimize **Memberclicks database features** to support member activities including implementing new features that fit for FSPHP to improve member value such as committee membership tools, membership polls, member feedback mechanisms, member directory photos and calendar features not yet implemented. Update and maintain membership database and grow “prospect” data in FSPHP system with potential members and potential exhibitor contact information. Prepare an inviting annual renewal invitation, distribute and process annual membership renewals with dues invoices and payments, and follow up on any pending renewals with personal contact. Data mining and generation of relevant membership lists (and annual meeting data) and information necessary for effective membership outreach and internal business operations, ensures data accuracy. Prepare and distributed summary statistical membership reports at least monthly for the membership committee and board of directors. Develops and analyzes surveys—to determine needs, identify opportunities, and gather data for improved decision making. Makes recommendations based on survey results.
2. **Membership Communication & Website:** Prepare and design creative and consistent communications to member and prospects via the Memberclicks Contact center. Develop member content in the membership portal and develop the library of presentations for member access. Remain relevant with training to ensure the organization is employing best practices for database as well as membership features.
3. **FSPHP Annual Meeting/Regional Meetings:** Support the FSPHP Program Planning Committee including anticipating and preparing agenda, meeting minutes, guiding committee with annual meeting schedule, prepare annual meeting program brochures, assistance with event planning, including tracking of speaker materials, exhibitor and attendee registrations. Build relationships with prospects, exhibitors and sponsorships. Process event registration payments and exhibit fees and follows up on invoicing as necessary. Assistance with creation of signage, meeting attendee badges, onsite book, meeting materials and promotional items. **Responsible for continuing education application, process, and education compliance with requirements.**

Manage communications with annual conference speakers to ensure they are prepared to provide effective presentations and met all necessary deadlines. Established staff schedules and task assignments for annual conference in a collaborative way to encourage volunteer and member involvement. Set, communicate and maintain timelines and priorities for events. Assist with cautious budgetary recommendations. Responsible for details related to room set-up, food & beverage, audio visual, staff scheduling, etc.

Responsible for implementation of event application and oversee of content loading. Investigate Memberclicks conference app as compared to other vendors used by FSPHP. Develop and test all features in conference app including conference evaluation tool, and live polls. Post annual meeting share evaluation data reports, implement feedback for change, and follow up with all exhibitors to complete sponsorship offerings.

Support the planning and implementation of regional meetings, and other educational events of the organization.

4. **Memberclicks E-List:** Administrative upkeep of the elist membership groups, adding new members, and removing expired members with notice. Encouraging and fostering new member support, post “welcome” messages to new members to the group introducing the new member with a few details, post at last quarterly reminders of the yahoo group guidelines.
5. **Newsletter Support:** Assist with outreach for content, content ideas, production, design and distribution of twice annual newsletters. Outreach for advertisements.
6. **Donor and Development Support:** Assist the Fund Development Committee with their efforts to launch a fundraising campaign (currently involves an annual mailing and follow up email). Track corporate support, including donations, grants, exhibit fees and membership, and maintains FSPHP donor data with timely thank you letters, and implement acknowledgment of donors (in newsletter, website and annual meeting content). Prepare monthly donation data reports for Fund Development Committee. Logs all checks to process to treasurer and maintains/tracks a donor spreadsheet of all donations received.
7. **Committee Support:** Assists committee chairs with scheduling regularly meetings, implements and updates a central FSPHP calendar on MemberClicks. Attend some FSPHP committee meetings by conference call, transcribes minutes, follows-up on action items, and assists with other meeting responsibilities as requested. For the nominating committee, further develop member content for nominated candidates of the board of director (bio, photo, and statement of interest)
8. **General administrative duties:** Performs a variety of administrative duties including preparing routine correspondence, scheduling various committee meetings, phone coverage, and print and digital file maintenance. Opens mail, and addresses daily FSPHP membership and general inquiries with assistance from FSPHP executive director

#### **QUALIFICATIONS:**

- Membership Association Management Experience with a healthcare association or within a behavioral health field strongly preferred.
- Memberclicks expertise (or similar experience with combined membership database, member website & content management system and email marketing) such as Your Membership, Wild apricot
- Strong IT skills need to self-manage IT needs for oneself and the organization (with Dell, Sharefile and Microsoft concierge support.)

- Understanding of Continuing Education (ACCME standards for CME) to implement the application and process for FSPHP education events.

A Bachelor's degree or equivalent of five or more years of related administrative experience with membership association management and meeting management is required. Excellent organizational, communication and interpersonal skills, and attention to detail and quality are essential. Experience with healthcare associations, behavioral health field and non-profits is beneficial. Strong Proficiency with Microsoft Office 365 applications (Outlook, Publisher, Word, PowerPoint and Excel), Adobe and remote file systems such as share file proficiency is needed. Experience with membership database functions such as Memberclicks is strongly preferred, and with website content loading and maintenance is required. Meeting management skills necessary including scheduling, AV and catering planning, reminders, meeting minutes and experience with conference applications tools such as Whova, Event Mobi etc. Knowledge of Doodle or other appointment scheduling tools and survey tools such as Survey Monkey recommended. The ability to work in partnership with a team to complete work in a fast-paced, multi project environment is also necessary.

**Contact: Linda Bresnahan, [lbresnahan@fspHP.org](mailto:lbresnahan@fspHP.org) with any interest, send resume and/or questions.**