



Association of Developmental  
Disabilities Providers

*Community for Living. Community for Life.*

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## **MEMBER SERVICES ASSOCIATE**

### **EXCELLENT CAREER OPPORTUNITY**

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#### **JOB DESCRIPTION**

##### **Organization Overview**

The Association of Developmental Disabilities Providers (ADDP) is a small, fast-paced non-profit trade organization that advocates for and provides trainings to over 135 disability agencies across Massachusetts. Our member agencies offer services across the Commonwealth to individuals with intellectual and developmental disabilities and brain injuries. Learn more about ADDP at [www.addp.org](http://www.addp.org).

##### **Position Description**

The Member Services Associate is a client relationship management and marketing communications role. The Associate should be an outstanding communicator with a track record of building and nurturing strong client relationships and working with and engaging with individuals from various and diverse backgrounds. The person selected for this position will also be articulate, polished, and self-directed with outstanding communication, interpersonal, organizational, and administrative skills. S/he will also have strong sense of work ethic and job ownership.

This position reports directly to the Vice President. The overarching responsibilities and focus of this position (aligned with ADDP senior leadership) is to prepare and execute the organization's membership initiatives and services; prepare and distribute internal and external marketing and communications; support ADDP senior leadership; and coordinate with internal staff and consultants to support the organization's mission, strategy, and work priorities.

The Member Services Associate oversees multiple facets of the agency's member services including but not limited to serving, retaining, and recruiting members. This position will be responsible for strengthening and enhancing ADDP's relationships with its member base by engaging and retaining them for the long-term. ADDP's goal is to have a dynamic relationship with all members, so they experience the full benefit and value of membership and keep abreast of a fast-changing industry. The Associate will be responsible for marketing and communications in conjunction with ADDP senior leadership and strategic communications consultant.

##### **Key Responsibilities**

- Prepares, implements, and oversees membership program, including recruitment and retention
- Develops appropriate metrics and reports to inform decisions on new member services and trainings
- Analyze and synthesize membership data, as needed, for Vice President, CEO, Board, Committees and other constituents
- Sets measurable targets and develops evaluation plan for member engagement strategies utilized

- Keeps current and knowledgeable on member issues, topics and activity and maintain general awareness and understanding of member and sector issues, topics, and activities
- Achieves specific revenue, member satisfaction, and retention goals
- Monitors market place for best practices in member engagement and offers and executes upon ideas
- Prepares and maintains landscape analysis offered by other similar member organizations
- Serves as the liaison between ADDP and association members in matters relating to membership, issues, marketing and communications
- Develops innovative offerings and approaches for delivering value to and expanding member services and revenues
- Supports ADDP senior leadership efforts to cultivate relationships with colleagues and professionals at state and federal levels and with ADDP members
- Prepares and executes marketing and communications plan (aligned with ADDP senior leadership and strategic communications consultant)
- Prepares and oversees logistics related to ADDP events and trainings
- Performs other duties as requested

### Required Knowledge and Skills

- Analytical skills and data driven approach to problem solving
- Outstanding interpersonal and communication (written and oral) skills
- Strong technical skills, knowledge and experience with computer and web-based applications including but not limited to Microsoft Office (Word, Excel, PowerPoint), membership database platforms, web content management platforms, and social media platforms and ability to learn new programs quickly
- Strong organizational skills and proven ability to prioritize and multi-task
- Ability to identify and source innovative solutions and solve issues
- Ability to anticipate client needs and proactively address issues with members
- Strong, independent administrative skills
- A solid understanding of financial analysis and experience with basic budgeting
- Experience delivering high level of customer care and service standards
- Thrive in a dynamic environment and can adjust priorities on-the-fly
- Prior experience coordinating member engagement strategies preferred

### Education

- Minimum of bachelor's degree

### Minimum Experience

- 2 years of experience in at least one of the following: client/customer relationship management, member relations, marketing, communications, account management, or other related areas.
- Prior experience with member engagement and retention activities highly preferred
- Prior experience with communications, branding, marketing campaigns highly preferred

This is a full-time 40 hour/week position. Primary work hours are 9 a.m. – 5 p.m. However, individual is required to work both extended and flexible hours, as needed, depending on projects and events. Individual must be able to tolerate long meetings and drive own car (with mileage reimbursement) throughout state for meetings and events.

### To Apply

- Submit a cover letter, resume, and writing sample to [addpadmin@addp.org](mailto:addpadmin@addp.org) and please include "Member Services" in the email subject header
- *No phone calls or third parties please*