



Optimizing Health by Advancing the Quality of Medication Use

PQA POSITION DESCRIPTION

Title: Stakeholder Engagement Coordinator

Supervisor: Director, Stakeholder Engagement

FLSA Classification: Full-time; Exempt

Location: PQA HQ in Alexandria, Virginia

Responsibilities:

The Stakeholder Engagement Coordinator supports PQA's engagement of members by organizing, maintaining and managing the information and databases critical to outreach and timely, effective communications.

This is a member-facing, customer service role that uses tools and strategies to facilitate member engagement in measure development, research, education and PQA meetings. This role requires interaction with members and non-members to communicate and deliver the benefits of PQA membership and programs. The coordinator maintains the integrity of the PQA Association Management System/database, coordinates the new member onboarding program, and encourages membership growth and member participation in PQA activities.

- Support the delivery of the value of PQA membership to existing PQA members;
- Maintain and continually improve the usability of the Association Management System (AMS) by adhering to data standards to protect the integrity of the database;
- Support customer service including maintaining member key contact list, updating member profiles, and assisting with login issues;
- Coordinate the new member onboarding program in collaboration with Director of Stakeholder Engagement;
- Leverage interpersonal communication skills to engage PQA members and other stakeholders and promote the value of PQA membership;
- Apply an exceptional understanding of PQA stakeholders, profiles, and types to uniquely tailor PQA membership benefits and align with the priorities of members;
- Implement and maintain strategies to improve member management and increase organizational efficiency;
- Collaborate with a team in the planning, development and execution of all aspects of PQA recurring meetings (e.g., Annual Meeting, Leadership Summit, Board of Directors meetings) and other member benefit programs;
- Coordinate with a team to support the annual membership renewal and invoicing process;
- Admin support of the operations team as needed

- Other duties as assigned

Description of Qualifications (Minimum requirements include):

- Proven ability to effectively manage and lead multiple projects and priorities simultaneously;
- Exceptional interpersonal, written, and oral communication skills and be customer-service oriented;
- Experienced with Customer Relationship Management (CRM) or AMS software and proficient in Microsoft Office;
- Working knowledge of the healthcare industry, stakeholders, trends, and futures;
- Experienced working with groups and teams within a membership association or organization and membership, marketing, meeting planning, and communications functions
- Knowledgeable and experienced with social media platforms
- Bachelor's degree preferred. Will consider non-degreed candidates with equivalent work experience. Minimum two (2) years of successful demonstrated work experience in an association and member relations experience position required.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employee is regularly required to stand, sit, talk, hear and use hands and fingers to operate a computer and telephone keyboard
- Close vision requirements due to computer work

Work Environment: The work environment characteristics described here are representative of those employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Standard office environment

Travel: up to 3%. Overnight travel during the PQA Annual Meeting and Leadership Summit.

This job description does not imply that the stated requirements are the only expectations for the job. Incumbents are expected to perform any other duties that may be assigned. PQA has the right to revise this job description at any time. PQA is an "at-will" employer and as such, neither this job description nor your signature constitutes any form of contractual agreement between you and PQA.

Apply for This Position:

To be considered for this position, interested candidates must submit a letter of interest, that includes salary requirements, and a resume to Christina McCloskey, Director, Human Resources & Operations at cmccloskey@PQAalliance.org.
