

American *Holistic Nurses* Association

2900 SW Plass Ct, Topeka, KS 66611-1980 • (800) 278-2462 • Fax: (785) 234-1713

info@ahna.org • www.ahna.org

Membership Department Administrative Assistant

Job Description

The Membership Administrative Assistant is a full-time position that provides support to the Director of Operations. The Membership Administrative Assistant provides customer service for AHNA current, prospective, and lapsed members. The Membership Administrative Assistant is instrumental in increasing membership numbers and income, by assisting the Director of Operations in attracting new and lapsed members and retaining current members.

Requirements:

- Support and promote the vision and mission of AHNA
- Thrive in a multi-task environment
- Develop a throughout and complete knowledge of all AHNA Membership benefits and holistic health concepts/concerns along with patience and empathy for the member's needs
- Display excellent writing and verbal communication skills
- Reside within a 30 mile radius Topeka, KS
- Proficient with Microsoft Word, Excel, Outlook and Internet Browsers
- Willing to learn other computer applications as needed

Responsibilities:

- Assist with promoting AHNA service regarding new and renewing memberships and Online Practitioner Directory
- Coordinate Referral Contest
- Assist with updating membership and benefits information on AHNA website as requested
- Assist with student verification requests for student memberships
- Assist with communicating with Chapter Leaders and appointed Chapter officers including emails, voice messages, letters, answering inquiries and promoting AHNA
- Assist with promotional mailings and emails – for promoting and supporting Chapters, membership campaigns, annual fundraiser and reconnecting with lapsed members as needed.
- Assist in maintaining Chapter files including annual purging and auditing
- Process and email monthly new and prospective member reports to all Chapter Leaders
- Assemble and mail new Chapter Leader Packets
- Created/Edit Chapter media headers as needed
- Assist with the collection and summarization of the Chapter annual reports as requested
- Collect and record annual financial reports from the chapters.
- Post network activities/meetings in the event directory on the home page and the event section of the AHNA website and on the AHNA Facebook Page
- Monitor & Respond to Chapter Leader Closed Facebook.
- Assist with annual conference preparations as needed
- Research and clean up data in the NOAH database as instructed
- Coordinate & Track Chapter Leader Membership Campaign (April – May 12th Annually)
- Prepare Quarterly Chapter Leader Newsletter
- Coordinate Chapter Leader Calls twice annually.
- Process membership applications, OPL applications or other forms of monetary transactions for the membership department
- Contact members without date addresses, emails, phone numbers and other information
- Post monthly membership recurring payments and follow-up on failed payments or outdated credit card information