

Membership Services Coordinator

Department: Membership

Reports to: Manager of Member Relations

The Society of Hospital Medicine (SHM) is a national non-profit organization, representing over 17,000 hospitalists and the patients they serve. Hospital medicine is the fastest growing medical specialty in modern healthcare, focused on the delivery of comprehensive medical care to hospitalized patients. SHM is dedicated to promoting the highest quality care for all hospitalized patients and overall excellence in the practice of hospital medicine through quality improvement initiatives, diverse education offerings, advocacy and research.

SHM's home office is located in Philadelphia's vibrant Spring Garden neighborhood, just north of Center City, near both parking and public transportation. SHM's culture embraces collaboration, innovation and a strong entrepreneurial spirit. Successful employees are comfortable with rapid change within healthcare, proactively solve problems, enjoy a fast-paced approach and thrive on interacting with diverse teams.

SHM's employees drive strategic growth, program management and customer service across the organization by creating and sustaining innovative, member-centric programs across its key program areas. These including SHM's live and digital educational offerings, practice management initiatives, advocacy efforts and more. In addition, SHM's unique Center for Quality Improvement drives improved patient care by spreading evidence-based quality improvement interventions and developing leadership skills and knowledge through key partnerships with national organizations, foundations and industry.

JOB SUMMARY

Under the direct supervision of the Manager, Member Relations this position serves as the organization's Receptionist and assists with various membership operations. As Receptionist, this position's primary responsibilities include greeting all visitors, answering and directing calls, and providing excellent frontline customer service. Within the membership department, this position's primary responsibilities include processing applications and payments.

DUTIES AND ESSENTIAL JOB FUNCTIONS

- Greet all visitors, determine their needs, check appointments, and ensure that they are escorted to the proper person/office
- As the primary front Receptionist, supports every member of the organization and foster a positive experience for staff, visitors and members

- Answer busy switchboard telephone, respond to requests and/or channel calls to the proper person/office
- Handle membership customer service inquiries using SHM information and systems
- Process credit card payments for membership applications and renewals
- Enter member information into Personify
- Log all check payments received and send to lockbox
- Assist in internal mail distribution and mass mailings
- Performs other related duties and assignments as required

QUALIFICATIONS

- Must have 1-3 years recent experience using a busy switchboard telephone
- High school diploma or equivalent required, Bachelor's degree preferred
- Demonstrated ability to problem solve in a fast-paced environment
- Comfortable working independently at a reception desk with set break times
- Must be discreet, personable, professional and able to handle sensitive material
- Ability to quickly learn new systems, technology, and methods
- Requires continual attention to detail, strong ability to be proactive and excellent follow up skills
- Manage multiple tasks with changing deadlines and priorities
- Excellent oral and written skills are a must
- Proficiency in Microsoft Office preferred; Microsoft SharePoint experience a plus

SHM is an Equal Opportunity Employer and does not discriminate on the basis of race, gender, ethnicity, religion, sexual orientation, national origin, age, physical or mental disability, or veteran status. SHM offers full-time employees a very competitive benefits package.

Interested candidates should send a resume and cover letter including salary requirements to:
hr@hospitalmedicine.org