



Center to Advance Palliative Care
Icahn School of Medicine at Mount Sinai
55 West 125th Street, Suite 1302
New York, NY 10027

Membership Associate

The Membership Associate will join a highly productive team dedicated to growing CAPC's national membership and to increasing utilization of member resources for improving care of seriously ill patients. S/he will work closely with CAPC's Senior Membership Manager on member recruitment efforts. This person is often the primary contact for organizations interested in joining CAPC and is a member's first direct experience with the organization. As such, s/he must accurately speak to CAPC benefits, pricing structure, and the membership application process both verbally and in writing. Providing an excellent first impression and responsive ongoing service is the key to success in this position. The Membership Associate will also provide administrative support to all areas of the department. These tasks include but are not limited to: updating key data points in the CMS, helping users troubleshoot capc.org logon issues, and managing calls that come through the Member Hotline. Overall, the incumbent will be an integral part of the department's efforts to grow CAPC's membership network and revenue received from new memberships.

Duties and Responsibilities:

- Respond to phone and email membership inquiries promptly, accurately, and professionally. Be proactive in providing the highest level of service.
- Oversee contract negotiations with potential new members, engaging the Senior Membership Manager as appropriate, to address the needs of members while pricing fees in accordance with CAPC's pricing structure and membership vision.
- Work closely with the Senior Membership Manager to ensure inquiries are handled in an efficient manner and to analyze the inquiry process for potential improvements
- Proactively follow-up with high-value prospects.
- Meticulously record prospect and member interactions in Salesforce, CAPC's CMS.
- Manage the membership application process for non-health system members, identifying process efficiencies to improve the member application experience.

- Assist in the management of the Membership Hotline.
- Provide assistance in the reporting of department statistics.
- Provide administrative support to all department team members as needed.
- Manage special projects as assigned.
- Represent CAPC at industry events through exhibiting opportunities and conferences.

CANDIDATE BACKGROUND

- Bachelor's degree required.
- 3+ years of professional experience, including at least 2 years in a client-facing role.
- Ability to work effectively in a team-oriented environment and liaise with other departments.
- Exceptional interpersonal skills, including poise with executive audiences.
- High-level persuasion skills in order to clearly articulate member benefits and increase number of members who join CAPC.
- Exceptional written and verbal communication skills.
- Knowledge of the health care field a plus.
- Thrives in a dynamic and fast-paced entrepreneurial environment.
- Demonstrated experience working with CMS systems preferred. Experience with Salesforce a plus.
- Meticulous in record keeping and following departmental processes.
- Excellent working knowledge of entire Microsoft Office suite.
- Ability to quickly learn new technologies, tools and processes.
- Demonstrated ability to manage multiple projects.
- Ability to travel occasionally.



About the Center to Advance Palliative Care

The Center to Advance Palliative Care (CAPC) is a national organization dedicated to increasing the availability of quality health care for people living with a serious illness. As the nation's leading resource in its field, CAPC provides health care professionals and organizations with the training, tools, and technical assistance necessary to effectively meet this need.

CAPC is funded through organizational membership and the generous support of foundations and private philanthropy. It is part of the Icahn School of Medicine at Mount Sinai, in New York City.

About CAPC Membership

CAPC provides its member organizations—health systems, hospitals, hospices, home health agencies, long-term care facilities, medical groups, health plans, and other entities—with the tools, training, and technical assistance needed to improve care quality for people living with serious illness and their family caregivers.

All staff at member organizations have access to everything CAPC has to offer, including toolkits, courses—with free continuing education credits and MOC points—webinars, virtual office hours, and more. CAPC Designation status—a marker of completion of comprehensive training—in communication skills, pain management, symptom management, and best practices in dementia care is available to all clinicians.

This position description should not be construed to imply that these requirements are the only standards for the position. Incumbents will follow any other instructions and perform any other related duties as may be required. CAPC has the right to revise this position description at any time. CAPC is an “at-will” employer and as such, this position description does not constitute any form of contractual arrangement between the incumbent and CAPC.

HOW TO APPLY:

Please submit a Cover Letter and Resume by highlighting and right clicking the link below:

<https://capc.submittable.com/submit/159349/membership-associate>