



AAPCHO JOB ANNOUNCEMENT

POSITION: Assistant, Communications and Member Services
DEPARTMENT: Development and Public Affairs
REPORTS TO: Director of Strategy and Impact
FTE: 1.0 FTE
SALARY RANGE: \$40,000-\$48,000
START DATE: Immediately
DEADLINE TO FILE: Until Filled
LOCATION: Remote

ORGANIZATIONAL DESCRIPTION:

The Association of Asian Pacific Community Health Organizations (AAPCHO) was formed in 1987 by community health centers primarily serving medically underserved Asian Americans (AAs) and Native Hawaiians/Pacific Islanders (NH/PIs). The goal of these organizations was to create a national voice to advocate for the unique and diverse health needs of AA and NH/PI communities and the community health providers that serve those needs.

AAPCHO's mission is dedicated to promoting advocacy, collaboration, and leadership that improves the health status and access of AAs and NH/PIs within the United States, its territories, and freely associated states. Our vision is to be a national leader and critical voice for AA and NH/PI community health centers and consumers, ensuring that our communities have better access to affordable, high-quality, and culturally and linguistically proficient health care.

POSITION/ROLE:

Under the supervision of the Director of Strategy and Impact, the Communications and Member Services Assistant will assist in the design, implementation, monitoring, and evaluation of the association's external communications and membership services activities.

The Assistant is a key member of the external member and partner engagement team, and will support the development and dissemination of up-to-date information that is relevant to the organization's members, partners, and other individuals interested in AA and NH/PI community health. Additionally, the Assistant will work closely with the organization's communications and membership services staff to leverage best practices in public health communications and community-based outreach to widely promote, drive engagement with, and broaden the reach and impact of the organization's programs and services.

DUTIES & RESPONSIBILITIES:

Digital Communications (45%)

- Assist in the development and dissemination of up-to-date content promoting the organization's programs and services through email, social media, websites, and other digital communications channels, working in collaboration with project/initiative leads and other stakeholders as appropriate.
- Assist in tracking and analyzing communications engagement and metrics to determine ROI and recommend and implement improvements.
- Assist in tracking and responding to requests for communications support (dissemination of educational materials, promotion of training programs and events, etc.). Support cross-departmental coordination of communications activities (e.g., continuous maintenance of communications-related files and databases, frequent and consistent communication with all stakeholders).
- Maintain the organization's contacts database including updating AAPCHO member and other partner contact information and engagement tracking (i.e., using Salesforce, Google Sheets, and other tools as appropriate).
- Responsible for coordinating the administrative functions related to communications activities and campaigns promoting the organization's programs and services. Provide communications administrative support to the Director of Strategy and Impact and Associate Manager, Communications and Engagement as needed (calendar coordination, meeting scheduling, notetaking, etc.).

Member Services and Engagement (45%)

- Assist in implementing the association's Membership Program and provide the highest level of customer service to members, support membership campaigns and events, maintain membership data and records, and provide other membership administrative and logistical support as directed.
- Assist the Director of Strategy and Impact, in collaboration with membership services staff, to implement activities to improve the association's membership experience. Assist in implementing year-round acquisition and retention strategies, including cultivation, engagement, and stewardship plans and activities for existing, lapsed, and prospective new members.
- Assist in strengthening staff outreach to and engagement with members. Work with the Director of Strategy and Impact and membership services staff to conduct tailored and targeted membership outreach.
- Assist in developing and disseminating membership communications and materials, and institutionalizing membership services and engagement processes (ex. maintain up-to-date membership benefits packet, member presentations, etc.).

- Stay abreast of best practices in association membership and continually propose improvements to increase membership and advance the member experience.

General Agency (10%)

- Foster an environment that promotes trust and engagement among stakeholders, including AAPCHO staff, members, and clients.
- Assist in advocacy activities promoting the mission and vision of the organization.
- Participate in organization's functional teams and ad hoc committees.
- Participate in agency activities such as quarterly and annual retreats, volunteer activities, holidays and other events.
- Other duties—within the scope and in support of promoting the organization's programs and member services—as requested by the Director of Strategy and Impact and Associate Manager, Communications and Engagement.

QUALIFICATIONS:

Required

- Bachelor's degree with a minimum of 1-2 years of relevant professional work experience in communications, marketing, journalism, media studies, public health, or other related fields.
- Excellent communication skills, with ability to convey complex topics in a clear and compelling manner.
- Experience with digital communication tools including but not limited to social media platforms (Facebook, Twitter, YouTube, Medium, etc.), online publishing and analytics tools (WordPress, Google Analytics, Hootsuite, etc.), contacts database management systems (Salesforce or other CRM platforms), and cloud-based or other remote team software (Google Drive, etc.).
- Some experience with design software (Adobe Creative Cloud, Canva, etc.).
- Demonstrated success in working both independently and as part of a team, with commitment to collaboration and innovation. Creative and solutions-focused, with a collaborative approach and a sense of humor.
- Proven track record in fast paced environments and meeting tight deadlines, with high attention to quality and detail.
- Commitment to and ability to support the mission and goals of AAPCHO.

Preferred

- Basic design and video/audio editing skills, or willingness and ability to quickly learn.
- Some experience with basic HTML/CSS or willingness and ability to quickly learn.
- Experience working with AA, NH and PI communities, ideally in a community-based setting. Experience collaborating with remote/national teams a plus.

OUR VALUES

The following shared values underlie every aspect of AAPCHO and its member health centers' functions and operations:

- *Health care is a right not a privilege* - All people must have access to affordable quality care, regardless of language, culture, immigration status and ability to pay. No one is turned away due to inability to pay and our services and policies are designed to eliminate barriers and provide access to all.
- *Wellness* - Health is much more than the absence of disease. It includes physical, mental and spiritual well-being for individuals, families and communities. We acknowledge and respect different definitions of wellness and health within our communities.
- *Community Accountability and Empowerment* - Communities are the experts on their own health and essential participants in the health of their communities, families and selves. Our services and programs are informed by and responsive to community voices.
- *Diversity as Strength* - AA and NHPI communities are rich in diversity of language, cultural heritage, spirituality, history, experience, health beliefs and practices. Many have undergone the hardships of war, colonization, poverty, or immigration to a foreign land. We honor and value the strengths of every culture and individual.
- *Collaboration Among Communities of Color* – Communities of color share a history of disparities and exclusion as well as a common interest in health and health care equity. Through collaboration, we learn from each other and grow stronger, while overcoming distrust and divisions that are fostered by competition for limited resources.

APPLICATION PROCEDURES:

Please send your resume and cover letter detailing your interest and qualifications to CMSAsst-hiring@aapcho.org with the subject line: "Communications and Member Services Assistant: [Your Name]."

Applications without cover letters will not be considered. Interviews will be granted according to the qualifications of the applicants.

AAPCHO is an equal opportunity employer and provides opportunities to all applicants without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status.