

NAACOS Director of Membership

Position Summary

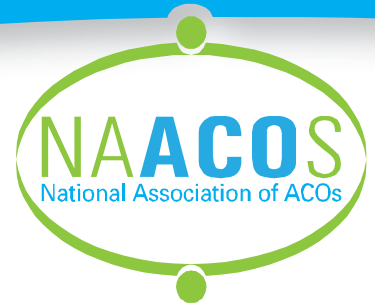
The NAACOS Director of Membership leads all activities related to establishing and maintaining relationships with accountable care organizations (ACOs), including membership recruitment, retention, and benefits. This position reports to CEO and works collaboratively with VP for Policy and Operations.

Essential Duties and Responsibilities

- Directs membership enrollment and retention via direct marketing and collaborative/partnership relationships.
- Develops plans for increasing ACO membership in NAACOS
- Provides outreach to and point of contact for current and potential ACO provider members and Business Partners
- Maintains and establishes relationships with ACO providers and network partners
- Represents and advocates the value of NAACOS to existing and prospective ACO members
- Manages NAACOS Business Partner recruitment and relationships
- Identifies any/all specialized membership proposals, e.g., for large non-member organizations
- Oversees any/all NAACOS annual membership telemarketing campaign
- Assesses member needs through media, webinars and site visits
- Analyzes benefits and services offered members, researches new products/services, survey/test markets, introduces and monitors for the membership
- Provides analysis of ACO industry through NAACOS partnerships and surveys/polls of ACOs
- Monitors the broader ACO continuum for new entrants
- Works to increase member participation in NAACOS, including increases in utilization of NAACOS communication platforms such as the web Forums and Newsletters
- Identifies member "prospects" at conferences and create a pre-event, on-site, and post-event member relations plan
- Assists in developing NAACOS conferences and recruiting member participation
- Works with members' staff in technical assistance and promoting networking for learning
- Oversees and develops any/all non-dues revenue programs and member affinity programs
- Assists with Board of Director relationships and meetings
- Other duties may be assigned

Education and/or Experience

A healthcare-related master's degree is required along with 5 years of experience in member relations with a national organization.

**Competencies** (not necessarily in priority order)

- Demonstrated understanding of Medicare and private payer health care systems
- Demonstrated ability to learn the unique qualities of the ACO community and the practitioners in the field to integrate this knowledge into working concepts and plans
- Connections with ACO staff, board, board committees and members
- Demonstrated knowledge of member relations concepts and practices in an association environment
- Ability to set priorities and manage multiple deadlines
- Ability to leverage scarce resources rather than being constrained by them
- Strategic thinking partner with staff and member colleagues
- Inter-personal skills necessary to work constructively with NAACOS staff, members, vendors and the medical profession more generally, as well as the public
- Excellent oral and written communication skills

Skills

- Working knowledge of the Microsoft Office suite
- Proficiency in the use of association management systems
- Ability to use spreadsheets, preferably Excel to analyze member data
- Familiarity with Adobe Acrobat
- Ability to use broadcast e-mail services

Compensation, Worksite and Travel

This is a full-time position that assumes a 40-hour work week with occasional travel. Monthly compensation will be based on a pro-rated annual salary and paid through a 1099 contract. Rate and expenses will be negotiated at time of hire. NAACOS maintains a virtual workplace with employees working from home offices, preferably in the Washington, D.C. area. Travel beyond the Baltimore-Washington, D.C. area will be minimal.

To Apply

Interested applicants should submit a cover letter, resume, and three references with contact information to: jobs@naacos.com

About NAACOS

NAACOS is a 501 (c) 6 non-profit organization that allows ACOs to work together to increase quality of care, lower costs and improve the health of the communities. Determined to create an environment for advocacy and shared learning, organizations representing more than 105 accountable care organizations from more than 20 states own and govern NAACOS. Our mission is twofold:

- Advocate for ACOs on policy and provide a level playing field to succeed
- Share learnings across our membership and with our strategic partners, as we discover best practices in ACO implementation and on-going operations.

NAACOS is an Equal Opportunity Employer: NAACOS will provide all applicants and all employees with an equal opportunity regardless of sex, race, color, religion, national origin, age, marital status, personal appearance, sexual orientation, family responsibilities, disability, or political affiliation.