

American Psychiatric Association



Position Vacancy Announcement

Announcement No.: MDM-04252008-22

Position: Membership Database Manager	Grade: E-16
Division/Department: Membership	Salary Range: TBD
	FLSA Status: Exempt
	Work Site: Arlington, VA
	Work Hours: 8:00 am – 5:00 pm
Area of Consideration: All applicants	
Opening Date: April 25, 2008	Closing Date: Open Until Filled

BRIEF DESCRIPTION:

The Membership Database Manager manages the daily membership database operations ensuring ongoing data quality, manages membership transaction processes and identifies and makes recommendations for transaction processing and systems enhancements. This individual coordinates data audit projects, works with membership related queries and reports, identifies process areas requiring additional training, develops staff training and leads that training, and creates opportunities for expanded use of software applications.

DUTIES:

Systems Analyst

- Maintain the department's Standard Operating Procedures (SOPs) and serve as the main reference contact.
 - Work with staff to implement SOPs and gather feedback.
 - Update SOPs to reflect lessons learned and clarifications as needed.
 - Communicate SOP changes to staff as needed.
- Develop and coordinate data integrity plans for the Membership department.
- Analyze data and process errors generated from operations and determine solution for corrective steps.
- Clarify processing and business requirements and recommend related changes for improvements.
- Work with other departments regarding the integration of membership data.
- Expand use of TIMSS, Web Site and other applications as a tool to maximize efficiency (i.e., marketing module, contact tracking, standard letters implementation).
- Test new functionality and application upgrades.

Data Integrity

- Main reference contact for Data Integrity projects
- Provide regular reports on data integrity projects, identifying problem areas and recommend solutions; highlight best practices and clarify SOPs as needed.
- Assist with complicated order corrections.

- Coordinate data audit and integrity review for accuracy, completeness, and timeliness of:
 - New enrollments and reinstatements.
 - District Branch transfers.
 - Member Class changes.
 - Members Status changes including drop, resignation and deceased updates.
 - Dues Relief changes.
- Create, and analyze for accuracy, data files for large departmental projects: Renewals, Drops, and Advancements. Also develop data for DB transfers, missing/incomplete application data, and address maintenance as needed.
- Assist with related data entry for these projects as required.

Project management

- Membership Activity Reports from the Membership Tracking screens and Membership Change Reports from communication screens.
 - Generate bi-weekly MAR and Address Change reports.
 - Create consolidated clean up MAR monthly for each Membership Coordinator.
 - Coordinate dissemination with Membership Coordinators.
 - Determine the status of open items and work with MCs for closure.
- Bulk data maintenance and data analysis projects.
 - Oversee Fellowship and Distinguished Fellowship class changes.
 - Oversee auto-Transfers processing.
 - Oversee auto-MIT to GM advancements processing.
- Membership Renewal process.
- Drop and Reinstatement process.
- Prospective List management in conjunction with Membership Development staff.

Query and Reports Development

- Develop ad-hoc and standard departmental queries for routine membership processes: Life status, Fellow and Distinguished fellow, member counts, lists by member class, and other commonly requested DB requests.
- Assist with report development for internal use by membership department.
- Modify data integrity scripts to reflect changes in SOPs.
- Review and test new and current reports.

Website and E-business development

- One of the Department Web Liaisons with the Office of Communications.
- Monitor www.psych.org to ensure member content is current and updated as necessary.
- Research and develops ways to improve web-based customer services.
- Manage blast e-mail notifications to membership and bounce back clean up.
- Manage Membership@psych.org e-mail inquiries.
- Monitor the mbrp@psych.org for internal TIMSS and SOP related issues.

TIMSS Training and Staff Development

- Attend and participate in training opportunities for TIMSS and other department software applications.
- Train new Membership staff
- Facilitate refresher courses every 6-8 weeks for Membership staff to review SOPs, SOP changes, TIMSS functionality, Web Site layout and use.

Perform other duties as assigned

QUALIFICATIONS:

- Bachelors degree or equivalent experience
 - Proficient in Windows and MS Office (i.e., Excel, Word, Access)
 - Proficient in use of Association Management System, knowledge of TIMSS useful.
 - Knowledge of relational databases.
 - Knowledge of SQL and Report Writers.
 - Knowledge of membership association business processes.
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- ❖ Experience with association software management systems, specifically with membership functions.
 - ❖ Must demonstrate strong administrative, organizational, and technical skills.
 - ❖ Must demonstrate strong analytical and critical thinking skills.
 - ❖ Ability to develop and implement creative solutions.
 - ❖ Ability to quickly learn, understand and implement changes in policies and procedures.
 - ❖ Ability to render accurate judgments and to make independent decisions.
 - ❖ Ability to communicate effectively both orally and in writing.
 - ❖ Ability to do careful and thorough work under pressure.
 - ❖ Ability to coordinate work with other staff members and to organize own work priorities to meet established deadlines.
 - ❖ Ability to interact in a diplomatic and tactful way with members and staff.
 - ❖ Ability to learn and utilize new software applications as required.

WORKING CONDITIONS:

Office Environment

PHYSICAL EFFORT:

Sedentary

HOW TO APPLY:

All applicants, including APA employees, must submit an APA application form (resume may be attached). All applications must be received by the Department of Human Resources by close of business (5:00 p.m.) on the closing date of this announcement.

APPLICATIONS/RESUMES SUBMITTED FOR CONSIDERATION WILL NOT BE RETURNED TO THE APPLICANT.

WHERE TO APPLY:

Via Email: HRAPPS@psych.org

Via Mail or Delivery: Department of Human Resources
American Psychiatric Association
1000 Wilson Boulevard
Suite 1825
Arlington, Virginia 22209-9998
ATTN: **Membership Database Manager**

Via Fax: (703) 907 - 1088

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