

## POSITION DESCRIPTION

<b><u>POSITION TITLE</u></b>	Coordinator of Member Services and Conference
<b><u>REPORTING TO</u></b>	Director of Member Engagement and Services
<b><u>ORGANIZATION</u></b>	Association of Science-Technology Centers <a href="http://www.astc.org">www.astc.org</a>
<b><u>LOCATION</u></b>	Washington, DC
<b><u>POSITION TYPE</u></b>	Full time, 40 hours per week, exempt
<b><u>SALARY</u></b>	\$40,000 - \$50,000

The Association of Science-Technology Centers (ASTC) is a professional membership organization that supports the future success of science centers, science museums, and related institutions dedicated to public engagement with science. ASTC encourages excellence and innovation in science learning by serving, linking, and advancing the common goals of its members in North America and across the globe. Through strategic alliances and partnerships, ASTC supports its members in addressing global challenges locally through community engagement with science and technology. ASTC works with its members in advancing equity, inclusion, and accessibility with the diverse communities and among everyone who visits and works in science centers and science museums.

Founded in 1973, ASTC now supports nearly 700 members, including nearly 500 science centers, science museums, and related institutions, such as nature centers, aquariums, planetariums, zoos, botanical gardens, and natural history and children's museums. ASTC members also include companies and nonprofit organizations that support science learning. ASTC is a 501(c)(3) tax-exempt nonprofit educational organization.

ASTC is engaged in a transformative process to implement a new strategic direction for the association to better support its members. ASTC is building capacity across the organization towards its future efforts to:

- Make the case for the work of science centers and museums
- Identify future trends and frontiers, and help ASTC members prepare, respond, and lead
- Connect ASTC members—including current and future leaders—for idea exchange, learning, and collaboration

To support ASTC's core functions as a membership association based in North America with members in 50 countries, ASTC is seeking a Coordinator of Member Services and Conference to support our Member Engagement and Services team.

### **SCOPE AND RESPONSIBILITIES**

The Coordinator of Member Services and Conference will support ASTC's member services operations, as well as the planning and execution of ASTC's Annual Conference and other events. As a member of ASTC's Member Engagement and Services team, the Coordinator will:

- Maintain ASTC's membership database—powered by Impexium, a cloud-based association management system—to ensure complete and accurate information about our member institutions and the staff that work at them

- Process membership applications and ensure that new members receive information about the benefits and programs they are eligible to participate in
- Administer event registration for the ASTC Annual Conference and other programs and events using Impexium to create and maintain registration forms
- Coordinate the onsite conference registration process for ASTC's Annual Conference and other events
- With the Finance team, use ASTC's association-management system to create dues invoices for new and renewing members
- With the Finance team, process payments in Impexium for member dues and event registrations
- Provide excellent customer service as the first point of contact for ASTC members and conference attendees
- Create monthly membership reports for ASTC leadership and Board of Directors that track new, renewed, and dropped members as well as year-over-year membership statistics
- Support ASTC's member satisfaction efforts, including working across ASTC's programs to coordinate regular collection and analysis of satisfaction data
- With the Senior Manager of Member Engagement, coordinate the ASTC Travel Passport Program—the reciprocal admissions agreement between members who opt-in—and regularly update the public list of participating museums and science centers
- Coordinate member participation in ASTC's annual statistics survey (See this recent summary: [https://www.astc.org/wp-content/uploads/2018/11/ASTC\\_ScienceCenterStatistics-2017.pdf](https://www.astc.org/wp-content/uploads/2018/11/ASTC_ScienceCenterStatistics-2017.pdf))
- Support the Manager of Conference with all aspects of the conference planning and implementation process, as required
- Contribute to the upkeep of a safe, orderly, and welcoming office environment
- Provide administrative support to the President and CEO and the COO in relation to their roles as ASTC's public spokespeople and advocates for the importance of ASTC's mission and goals

#### *Responsibilities Shared by All ASTC Staff Members*

As a key member of the ASTC team, the Coordinator of Member Services and Conference will:

- Contribute to the use of efficient processes and clear communications across the organization to ensure that day-to-day operations are performed with the highest levels of accountability, productivity, consistency, and integrity
- Share responsibility and accountability for member engagement, satisfaction, and retention
- Attend, provide staff support for, and contribute to the success of ASTC's Annual Conference
- Other duties as assigned

#### **EXPERIENCE AND SKILLS REQUIRED**

The ideal candidate for Coordinator of Member Services and Conference will have strong organization and customer service skills and will possess a high degree of attention detail. They will be driven by ASTC's mission, team culture, and strategic direction.

Desired experience includes:

- Knowledge of and comfort with digital tools
- Familiarity with membership associations is desired, but not required
- Awareness of informal science, technology, engineering, and mathematics (STEM) learning, science communication, and public engagement in science communities is desired, but not required

## **HOW WE APPROACH OUR WORK AT ASTC**

We expect new members of the ASTC team will join us in aiming to:

- Make a positive impact in service of our members, their communities, and the global good
- Set course for the future boldly
- Be curious and eager to learn
- Foster healthy and productive relationships and teams
- Practice empathy and gratitude

Additional desired qualities and attributes for this role include:

- Excellent teamwork and interpersonal skills, able to work independently as well as in collaboration with colleagues, members, partners, and stakeholder
- Robust work ethic, and effective time management and organizational skills, including the ability to manage multiple projects
- Strong written and oral communication skills that are effective with a range of audiences and stakeholder groups nationally and globally
- A commitment to diversity and inclusion, demonstrated by inviting, including, valuing, and supporting diverse perspectives and ideas, as further described below
- An interest in issues associated with science and technology, including informal science, technology, engineering, and mathematics (STEM) learning, science communication, and public engagement in science, or with museum practice
- Commitment to continual learning and professional development
- Sound judgment and ability to quickly and calmly resolve problems

## **ASTC COMMITMENT TO DIVERSITY, ACCESSIBILITY, INCLUSION, AND EQUITY**

The Association of Science-Technology Centers (ASTC) values and celebrates the rich diversity that makes up the teams and organizations we serve and the broader communities we engage around the world. At the root of science, technology, and innovation are fundamental values that ASTC embraces: a commitment to seek out and engage a diversity of ideas, perspectives, backgrounds, disciplines, knowledge systems, and approaches; and an evolving practice of accepting, valuing, and celebrating contributions, discoveries, and novel solutions regardless of their source. We commit to bring these values to bear across our work, and we seek teammates, board and committee members, and partners who hold diversity, accessibility, inclusion, and equity as foundational and essential values. If all people are welcomed, respected, and included in our work, if everyone has access to opportunity to pursue their aspirations, and if all people can participate fully and actively in creating and building the future, our association, our members, and our global society will be more equitable, prosperous, just, and resilient.

ASTC is proud to be an equal opportunity employer. We are committed to fostering an inclusive environment free of discrimination and harassment. All employment is decided on the basis of qualifications, merit, and business need. All qualified applicants will receive consideration for employment without regard to race, color, religion, creed, sex, pregnancy (including childbirth, lactation, and related medical conditions), gender identity, gender expression, sexual orientation, national origin, political affiliation, age, disability status, marital status, parental status, military service, veteran status, or any applicable legally protected characteristics.

## **APPLICATION PROCESS**

Interested candidates should submit a resume and brief cover letter outlining qualifications and interest in the position to [jobs@astc.org](mailto:jobs@astc.org) by **April 26, 2019**. Applications will be reviewed on a rolling basis. If it is determined that you might be a good fit for the role, ASTC will contact you with next steps.

If you need assistance or accommodation in the application process due to a disability, you may call us at (202) 783-7200 or email us at [info@astc.org](mailto:info@astc.org).