The Association of Science and Technology Centers (ASTC) is a professional membership organization with a vision of increased understanding of—and engagement with—science and technology among all people and a mission to champion and support science and technology centers and museums.

Founded in 1973, ASTC champions and supports more than 500 science centers, technology museums, natural history museums, children's museums, and other STEM-rich, place-based institutions, such as nature centers, aquariums, planetariums, zoos, and botanical gardens throughout North America and in nearly 50 countries—as well as nearly 200 other organizations that share an interest in science learning and engagement. ASTC is a 501(c)(3) tax-exempt nonprofit educational organization.

ASTC works to advance our vision and support our members through the implementation of its strategic direction. Grounded in a commitment to work inclusively, collaboratively, humbly, and effectively with members and partners, ASTC is building capacity across three strategic pillars:

- **Champion and support science engagement**, by elevating the work of science and technology centers and museums, forging new collaborations across the science-engagement ecosystem, and investing in communications and advocacy.
- **Set course together for new frontiers**, by supporting ASTC members to prepare and lead with their communities, act on market and societal trends, and embrace effective approaches that advance equitable engagement in science and technology.
- **Support and connect ASTC members**, by facilitating learning, catalyzing shared efforts, sharing data, and cultivating leadership and skills across the science-center workforce.

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 Communications and Engagement.
SCOPE AND RESPONSIBILITIES

The Coordinator of Member Communications and Engagement will serve as a key member of the Engagement, Communications, and Advocacy Team, providing support for ASTC’s member-focused activities, including member communications, the ASTC Annual Conference, and other activities that serve the ASTC membership and broader science engagement community.

Communications (45%)

The Coordinator will support ASTC’s efforts to communicate with our members as well as with other key stakeholders and the public at large through our digital properties and print collateral. Specifically, the Coordinator will:

- Work with ASTC’s Manager of Communications and Special Projects to produce regular electronic member communications, including creating and distributing ASTC’s biweekly member newsletter using ASTC’s membership database and mass-mail systems
- As part of ASTC’s Communications Team, work with all ASTC program managers to implement communications activities for each of ASTC’s programs, which may include the production of dedicated materials, webpages, and digital marketing campaigns
- Work with ASTC’s Conference and Communications Teams to promote participation in ASTC’s Annual Conference
- Make regular updates to ASTC’s website (astc.org) and other ASTC web properties, including ensuring complete and accurate information that incorporates ASTC’s strategic messages
- Contribute to the management of ASTC’s social media properties (currently Twitter, Facebook, LinkedIn, and Instagram) to engage ASTC members and other key stakeholders
- Provide communications and administrative support, as needed, to the President and CEO, and the Director of Communications, Advocacy, and Engagement in their roles as ASTC’s public spokespeople and advocates for the importance of ASTC’s mission and goals

Member Engagement (45%)

The Coordinator will also support ASTC’s Member Engagement Team as well as the planning and execution of ASTC’s Annual Conference and other events. Specifically, the Coordinator will:

- Provide excellent customer service as the first point-of-contact for general inquiries, including coordinating responses to association email accounts
- Help update and maintain the accuracy of ASTC’s membership database—powered by Impexium, a cloud-based association management system—to ensure complete and up-to-date information about our member institutions and the staff that work at them
- Assist members of the ASTC community in interacting with our membership database and member portal (myASTC), including supporting the registration process for the ASTC Annual Conference and other programs and events
- With the Finance team, use ASTC’s association-management system to create dues invoices for new and renewing members and to process payments for dues, event registrations, and more
- Support production of 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
- 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 the ASTC Job Bank, including supporting employers who wish to post job opportunities, creating invoices, and ensuring jobs are posted in the appropriate places on the ASTC website
- Support the Conference Team with all aspects of the conference planning and implementation process, as required

Responsibilities Shared by All ASTC Staff Members (10%)

As a key member of the ASTC team, the Coordinator of Member Communications and Engagement 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

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

Skills that will set you up to succeed in the role

- Strong written and oral communication skills that are effective with a range of audiences and stakeholder groups nationally and globally
- Knowledge of and comfort with digital tools and databases
- Familiarity with email marketing software, updating websites (including WordPress platform), and managing social media accounts
- Demonstrated experience meeting deadlines and managing multiple priorities
- Previous experience in a customer-facing role and providing excellent customer service
- Familiarity with membership associations
- Awareness of informal science, technology, engineering, and mathematics (STEM) learning, science communication, and public engagement in science communities
- Experience supporting the planning and execution of meetings and events

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 stakeholders
• Self-starter with strong problem-solving skills, and effective time management and organizational skills, including the ability to manage multiple projects
• 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 and Technology Centers (ASTC) is committed to advancing equity and social justice as foundational and essential values in all of our work. These values are essential to the practice of science, technology, and innovation which require seeking out and engaging a diversity of peoples, ideas, perspectives, life experiences, disciplines, knowledge systems, and approaches. ASTC values, and celebrates contributions, discoveries, and novel solutions, regardless of their source. When all people are welcomed, respected, and included in our human pursuits, and when everyone has access and opportunity to pursue their aspirations, and when all people can participate fully and actively in creating and building the future, our association, members, and global society will be more equitable, prosperous, just, and resilient. We will bring these values to bear across our work, and we will seek teammates, collaborators, board and committee members, and partners who will work to advance diversity, accessibility, inclusion, equity, and social justice in the communities we serve and engage throughout the world.

ASTC is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived ability, age, color, ethnicity, race, family or marital status, sex, gender identity and expression, sexual orientation, pregnancy and related medical conditions, language, national origin, political affiliation, religion, socioeconomic status, veteran status, health status, genetic information, arrest record, or any other dimensions of diversity or other characteristic protected by applicable federal, state or local laws. Our leadership team is dedicated to this Equal Opportunity Employment policy and ASTC’s Diversity Policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, and general treatment during employment.

LOCATION

ASTC is a Washington, DC based organization with a liberal remote work policy for employees whose responsibilities do not require in-person work. Remote work is allowable in accordance with a signed
remote work agreement reviewed on an annual basis in conjunction with each employee’s annual performance review.

APPLICATION PROCESS

Interested candidates should submit a resume and brief cover letter outlining qualifications and interest in the position to jobs@astc.org by **December 10, 2021**. 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.