



Job Title:	Membership Systems Specialist	Reports to:	Director, Technology Solutions
Department/Group	Technology Solutions	Date Posted:	
Location:	Chicago, IL, Hybrid or Remote	Travel Required:	One time per year, and for professional development as needed
Direct Reports:	None	Position Type:	Full time

Job Description

The American Epilepsy Society is a membership association and research funder with a vision to eradicate epilepsy and its consequences. We serve the medical and research communities, and our membership includes physicians, nurses, scientists, and other health care professionals throughout the world. With a small, Chicago-based staff and several remote employees, we move nimbly and work collaboratively. We value excellence and inclusivity, all in service of improving the lives of people with epilepsy.

POSITION OVERVIEW

The Membership Systems Specialist is responsible for supporting the society’s hosted Association Management Software (AMS), focusing on membership-related functionalities. This role involves collaborating with the AMS provider and other vendors to ensure seamless integration and functionality, particularly with systems like financial, learning management, website, marketing, and community platforms.

POSITION RESPONSIBILITIES:

Membership Systems Support (65%)

- Liaise with the AMS provider, ensuring optimal performance and resolving systems issues.
- Ensure the integrity and accuracy of membership data within the AMS.
- Ensure organizational reporting is accurate, timely, and flexible to meet needs of executive, volunteer and staff.
- Collaborate across the organization to ensure integrations of the AMS and other platforms function as needed to achieve organizational objectives.
- Knowledge of JSON, REST API, Webhooks and Power Automate to facilitate effective integration and communication between systems.
- Create and implement standard operating procedures for effectively using the AMS and related systems to support organization processes.
- Manage queries within the AMS query tool: create new queries, archive unused queries and provide query support to staff.
- Develop and maintain training materials for staff on using membership functionalities within the AMS.

Annual Meeting (15%)

- Coordinate the implementation and launch of the annual meeting app, including all attendee, session and abstract data.



- Provide pre-event, onsite, and post-event technology for the attendees of the annual meeting, including: online help, registration support (launch, integration with AMS), credit claims, Formstack, ICW purchases, onsite tech support, ad hoc sales support, etc.

Technical Assistance and Training (15%)

- Triage staff and member support tickets and escalate non-line of business support requests to managed services provider.
- Provide first-level technical support for the Society, focusing on membership-related functionalities,
- AMS training and assist staff in resolving basic technical issues and understanding system capabilities.

Other Responsibilities (5%)

- Perform other duties as assigned, which may include assisting with special projects or providing support to other areas as needed.

REQUIRED SKILLS:

- Bachelor's degree.
- 3-5 years of experience in a technology support role with an emphasis on supporting an AMS.
- Experience working for a complex membership organization or similar multi-department setting.
- Strong technical skills with solid understanding of REST APIs.
- Excellent problem-solving and troubleshooting abilities, especially in a hosted software environment.
- Strong communication and training skills; ability to articulate technical concepts to a non-technical audience.
- Detail-oriented with strong organizational and project management skills.
- Ability to work effectively both independently and as part of a small team.
- Ability to travel as needed for Society business.

PREFERRED SKILLS:

- Experience with Impexium, or comparable, association management system.
- Familiarity with association membership processes and data management.

AES VISION

The vision of the American Epilepsy Society is to eradicate epilepsy and its consequences.

AES MISSION

The mission of the American Epilepsy Society is to advance research and education for professionals dedicated to the prevention, treatment and cure of epilepsy.

AES VALUES

- We are dedicated to improving the lives of people with epilepsy.
- We embrace innovation and strive for excellence in everything we do.



- We are an inclusive, collegial community, which enriches the experiences of all involved.
- We value collaborating with other organizations that are aligned with our mission to achieve greater results.

AES is an Equal Employment Opportunity employer. Equal Employment Opportunity is a fundamental principle of the American Epilepsy Society, where employment is based upon personal capabilities and qualifications without discrimination based on race, color, sexual orientation, gender identity, religion, sex, age, national origin, military history, disability, genetic information or any other protected status. This policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, benefits, termination and all other terms and conditions of employment. The American Epilepsy Society prohibits employee conduct that results in discrimination. Each manager and supervisor is responsible for implementing and supporting this policy. Anyone who violates another's rights in any of these areas is subject to dismissal. Discrimination is not tolerated in any form by AES and appropriate disciplinary action may be taken against any employee violating this policy.

Approved By:		Date:	Click here to enter a date.
Last Updated By:	James Polous	Date:	1/3/2024