Why You Want to Work at Emergency Nurses Association...

Here at ENA, our mission is to advance excellence in emergency nursing. As the leading global emergency nursing resource, we have an engaged, motivated staff that drives our mission every day – and we are looking for the next great team member.

Is your passion improving member and customer experiences? ENA is looking for a Member Engagement Specialist who will work independently to develop plans that drive member awareness and use of ENA’s resources and benefits, and manages our online member community. We are seeking someone excited by change and the opportunity to collaboratively drive improvements for our members. This role provides an opportunity for client and customer experience specialists to bring their talents to an association, or for an experienced recruitment, retention, or marketing associate to take their association career to the next level.

A typical day in the life of the Member Engagement Specialist:

- Develops a comprehensive member and volunteer engagement plan that includes multi-channel communication strategies to drive engagement and awareness of ENA member benefits and the value of ENA for our members.
- Develops and maintains member engagement reporting metrics to measure the reach and impact of member benefits.
- Oversees and manages the process for ENA calls for volunteers, including opportunity requests, application collection and review in coordination with group staff liaisons, and engagement tracking. Reviews the process regularly to recommend and implement improvements.
- Develops volunteer management tools, materials, and training that includes content for various state and chapter leader communications and webinars. Assists in the training of local state council and chapter volunteers.
- Serves as the community administrator for ENA’s online community, including updates to community access, development of community engagement strategies, and implementing changes including the proposal and rollout of new features.
- Supports the implementation, growth strategy, and ongoing oversight of an online mentor program.
- Oversees the maintenance of the volunteer engagement areas of the ENA website ensuring all information is up-to-date and accurate, in partnership with Marketing and IT.
- Administers the State Council Achievement Award program, partnering with the Awards Committee liaison to review and process applications.
- Collaborates with the Director, Member Engagement in developing and managing the department budget.
- Contributes to the workplace culture that is consistent with the association’s culture statement and emphasizes the mission, vision, and values of the organization.
- Displays a high level of accountability, taking responsibility for individual actions and the impact on the organization. Views oneself as a reflection of the organization by following through on commitments and accepting ownership.
- Performs additional related duties as required or assigned.

Education and Experience:

- Bachelor’s Degree or equivalent combination of education and experience
- Minimum of 3-5 years of related experience
- Project management experience
**It’s a Plus If:**
- Association or nonprofit experience
- Volunteer management experience
- Online forum/community experience

**We’ll Support You at Work and Home**
ENA provides a wide array of competitive benefits to employees. We offer several choices including many employer-paid and voluntary benefits designed to give you the flexibility to meet your individual or family’s financial and healthcare needs.

Additionally, we have work-life programs to help support our diverse employee population. These programs provide staff with a flexible work environment while meeting the needs of ENA. Programs include our employee assistance program, work at home arrangements, flexible schedules, and other opportunities to participate in a variety of healthy lifestyle activities.

**Benefits**
- Medical, dental, and vision insurance, company matching 401(k)
- Robust time-off package, including 8 paid holidays
- Career Development Opportunities
- Tuition Reimbursement
- Parental Leave

**What Makes a Good Match for Emergency Nurses Association**
Compassion and excellence go together with ENA. Having a positive outlook and a strong sense of integrity is in perfect step with our mission, vision, and core values, by creating a culture and climate of mutual respect, inclusivity, and equity. We are also collaborative and encourage learning through inquiry. If this sounds like a fit for you, **APPLY NOW** at Jobs@ena.org #WorkAtENA

We are an equal opportunity employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.