



PQA POSITION DESCRIPTION

Title:	Manager, Member and Stakeholder Engagement
Supervisor:	Director, Stakeholder Engagement
FLSA Classification:	Full-time; Exempt
Location:	Alexandria, VA (hybrid) / Remote

About PQA

Pharmacy Quality Alliance, PQA, is a national quality organization dedicated to improving medication safety, adherence, and appropriate use. A measure developer, researcher, educator, and convener, PQA's quality initiatives support better medication use and high-quality care. A non-profit organization with more than 200 diverse members across healthcare, PQA is a unique alliance in healthcare. It brings pharmacies, health plans, health care providers, pharmacy benefit managers, biopharmaceutical companies, technology vendors, government agencies, and others together to build consensus and collaborate to improve medication use quality.

POSITION OVERVIEW

The Manager, Member and Stakeholder Engagement, actively supports the recruitment, retention, and engagement of PQA members.

This is an external-facing role that engages directly with current and prospective PQA member organizations and their representatives. The position is responsible for communications related to membership, including renewals and reports, follow-up to prospective member organizations, and leading calls with prospects and members related to PQA engagement opportunities. This role also supports the PQA team at industry meetings and events. This role collaborates with the broader PQA team to ensure appropriate tracking and engagement of members and prospects.

ESSENTIAL RESPONSIBILITIES:

- Support membership recruitment by:
 - Proactively identifying prospects from media, staff correspondence, and industry meetings;
 - Leveraging interpersonal communication skills to engage stakeholders and promote the value of PQA membership;
 - Conducting outreach and lead meetings to recruit new member organizations; and
 - Tracking progress of membership leads from identification through recruitment.
- Lead new member onboarding, including new member call coordination and follow-up communications, to ensure member is engaged on Day 1;
- Oversee the membership renewal process and timelines, including:
 - Membership dues attestation process;
 - Fielding of member inquiries and concerns;
 - Escalating member issues, when appropriate;
 - Ensuring accurate and timely delivery of renewal invoices and messaging;

- Follow-up with unpaid renewals, resolving payment issues as they arise; and
 - Track renewal progress, proactively reaching out to members to maximize retention.
- Manage PQA’s engagement initiatives that provide education, training and mentorship to students, early career professionals and emerging leaders that support long-term professional development and advancement towards leadership positions;
- Apply an exceptional understanding of PQA stakeholders, profiles and types to uniquely tailor and communicate PQA membership benefits that align with member priorities;
- Implement and maintain strategies to improve member management and promote operational excellence;
- Draft and publish the PQA Annual Report, in collaboration with the communications team;
- Perform administrative duties, including:
 - Manage membership and engagement inquiries and ensure appropriate follow-up occurs;
 - Create data visualization tools to measure engagement with PQA activities;
 - Analyze member engagement, delivering reports for members where required and identifying opportunities for additional member engagement;
 - Coordination and scheduling of appropriate PQA staff on member calls; and
 - Administer and analyze member surveys.
- Support the PQA team at industry meetings by:
 - Identifying prospective organizations of interest;
 - Sending outreach on behalf of the attending team;
 - Scheduling on behalf of the attending team;
 - Attending some industry meetings to provide baseline information to interested organizations about PQA; and
 - Supporting and tracking follow-up after meetings with PQA members and prospects.
- Other duties as assigned.

QUALIFICATIONS AND EXPERIENCE

Minimum Job Qualifications and Skill Sets:

- Proven ability to manage and lead multiple priorities simultaneously;
- Exceptional interpersonal, written, and oral communication skills;
- A customer-service focus;
- Working knowledge of the health care industry, stakeholders, trends and futures;
- Experience with Customer Relationship Management (CRM) and/or AMS software (Fonteva or Salesforce experience preferred);
- Experience working in a team setting with a focus on membership associations or organizations with client management, marketing, meeting planning, and communications functions;
- Experience leading external presentations;
- Proficient in Microsoft Office, with experience using Excel functions to support reports and dashboards;
- Bachelor’s degree required;

- Minimum two (2) years of successful demonstrated work experience in an association and member relations experience position or equivalent work experience in a client management role required.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Employee is regularly required to stand, sit, talk, hear and use hands and fingers to operate a computer and telephone.
- Close vision requirements due to computer work.
- Standard office environment

TRAVEL:

Occasional travel to attend the PQA Annual Meeting, Leadership Summit, and internal team meetings.

APPLY:

Sponsorship is not available.

Interested candidates should submit a letter of interest accompanied by a resume or curriculum vitae to careers@PQAalliance.org. Please include your salary requirement in your cover letter. This will help us ensure alignment early in the hiring process.

This job description does not imply that the stated requirements are the only expectations for the job. Incumbents are expected to perform any other duties that may be assigned. PQA has the right to revise this job description at any time. PQA is an “at-will” employer and as such, neither this job description nor your signature constitutes any form of contractual agreement between you and PQA.

EEO Statement

PQA is committed to the principles of equal employment. We are committed to complying with all federal, state, and local laws providing equal employment opportunities, and all other employment laws and regulations. It is our intent to maintain a work environment that is free of harassment, discrimination, or retaliation based on the following protected classes: age (40 and older), race (including traits historically associated with race, which includes hair texture, hair type, and protective hairstyles such as braids, locks, and twists), color, national origin, ancestry, religion (including any outward expression of religious faith, which includes adherence to religious dressing and grooming practices and carrying or displaying religious items or symbols), sex, sexual orientation (including transgender status, gender identity or expression), pregnancy (including

childbirth, lactation, and related medical conditions), physical or mental disability, genetic information (including testing and characteristics), marital status, military status (including status as a uniformed servicemember, a veteran, or dependent of a servicemember), or any other status protected by federal, state, or local laws. The Organization is dedicated to the fulfillment of this policy in regard to all aspects of employment, including, but not limited to, recruiting, hiring, placement, transfer, training, promotion, rates of pay, and other compensation, termination, and all other terms, conditions, and privileges of employment.