POSITION DESCRIPTION (Exempt/Full-Time)

TITLE: Member Engagement & Systems Coordinator

ABOUT CCALAC

The Community Clinic Association of Los Angeles County (CCALAC) is a non-profit membership organization that provides a wide variety of essential services to LA's community clinics and health centers (clinics). Founded in 1994, CCALAC's mission is to, "promote community clinics and health centers as providers and advocates for expanding access to quality comprehensive health care for medically underserved people in Los Angeles County."

CCALAC's 65 member organizations serve over 1.4 million patients each year, regardless of ability to pay. These organizations include private, non-profit, 330-designated federally qualified health centers (FQHCs), FQHC Look-Alikes, free and community clinics.

JOB SUMMARY

Reporting to the Senior Director of Member Services, the Member Engagement & Systems Coordinator is responsible for providing technical support and oversight in the areas of systems implementation, coordination and optimization across CCALAC's team and its membership. The Member Engagement & Systems Coordinator acts as a liaison between CCALAC and Member clinics/health centers; and the workflow of CCALAC divisions to optimize internal systems and member engagement. The Member Engagement & Systems Coordinator is also responsible for creating and implementing operational workflows to support the integrity of CCALAC's digital systems and software including website oversight and administration and the production of program materials. Coordinating functions include working with staff to ensure engagement and accountability in support of program goals.

JOB DUTIES:

MEMBER ENGAGEMENT & INTEGRATED SYSTEMS

1. Manage and maintain CCALAC's Member Engagement Tracker to ensure CCALAC's ability to record member and affiliate participation across the agency including trainings, events and peer network updates.
2. Engage potential new members through distribution of CCALAC information and materials and assist interested organizations with the application process and enrollment into CCALAC.
3. Provide oversight to assist in maintaining CCALAC's analytics platform in collaboration with the Biostatistics Specialist to ensure CCALAC's ability to record and visualize data collected across the agency.
4. Manage and maintain CCALAC's Member Portal to ensure CCALAC's ability to host agency specific details, engagement and data for client viewing.
5. Collaborate with the Communications Specialist to manage the CCALAC website and ensure appropriate permission levels.

6. Manage all integrated third-party integrations including but not limited to: WordPress, Relias, Einstein Analytics, Community, and Marketing Cloud.
7. In collaboration with the Communications Specialist, develop materials including: ads, mailers, agendas, brochures, flyers, signage materials and other material for programs, services, events, and training workshops.
8. Provide/coordinate staff training to support workflow on system use.
9. Produce accurate statistical reports, develops charts, graphs, and data dashboards to inform the progress and/or direction of Association's operational and project goals.
10. Engage and integrate potential and/or new members and affiliates into CCALAC's programs, services and systems.
11. Other duties as assigned.

EMERGENCY MANAGEMENT
1. In collaboration with the Emergency Management Coordinator, support Emergency Management Program compliance.
2. In collaboration with the Emergency Management Coordinator, maintain Emergency Management program structure that is conducive to positive engagement, individual organization needs, and program growth.
3. Provide support and assist with management of emergency-related communications systems.
4. In collaboration with the Emergency Management Coordinator, provide trainings and technical assistance for Emergency Management related systems.
5. In collaboration with the Emergency Management Coordinator, assist with the development of planning documents, drills, and exercises.
6. Generate correspondence and reports, including, but not limited to: program activities, event and meeting evaluations and financial reports.
7. Manage program invoices and reimbursements as needed in coordination with CCALAC Accountants.
8. Other duties as assigned.

WORKFORCE
1. Support the maintenance of CCALAC's Digital Recruitment activities including, but not limited to: Job Board, Recruitment Newsletter, and Job Board Newsletter.
2. Manage and maintain CCALAC's Learning Management System.
3. Develop engagement strategies as necessary to support clinic usage of Relias including but not limited to facilitating the Relias User Group.
4. Provide technical support to clinics within the Relias system.
5. Other duties as assigned.

MINIMUM JOB REQUIREMENTS
1. Bachelor's degree in marketing or program management or equivalent relevant experience.
2. A minimum of two (2) years' experience working with relationship management systems.
3. Strong reading comprehension, oral and written skills required.
4. Experience presenting information in written, graphic and oral formats.
5. Ability to maintain confidential information.
6. Ability to work in a professional and fun team environment, including respect for different styles and personalities and enthusiasm for collaboration.
7. Ability to be self-directed and able to manage and organize competing projects and priorities.
8. Develop and maintain effective working relationships with co-workers.
9. Experience with website management and development, including knowledge of HTML & CSS. WordPress experience a plus.
10. Experience with large databases, including implementing workflows to eliminate errors.

11. Experience with Salesforce, Einstein Analytics and Community Portal a plus.
12. Direct experience analyzing data, identifying trends and building visualizations.
13. Ability to study new technologies and functionality, as well as be involved in projects that push the capabilities of existing technologies.
14. Excellent problem solving skills.
15. Basic business math skills including being able to perform basic arithmetic operations such as addition, subtraction, multiplication and division of whole numbers, fractions and decimals, measure lengths and distances, solve simple equations.
16. Strong skills with Excel, & MS Office Suite required.
17. Adobe Creative Suite required.
18. Attention to detail.

If you are interested in applying for this position, please submit cover letter and resume to humanresources@ccalac.org.