



Compliance & Member Support Specialist

American Recovery Association (ARA)

Fully remote | Reports to the Client Operations Manager | Travel about twice a year

Own the Details. Drive The Results

A single missing document, expired requirement, or unresolved compliance issue can keep a recovery agent from working within a client's network. ARA's Compliance & Member Support Specialist is the person who spots those issues, explains them clearly, and follows them all the way to resolution. If you like detail-driven work and helping people get to the finish line, keep reading.

About ARA

The American Recovery Association is the world's largest association of recovery professionals, with 285+ members nationwide. We serve the industry through compliance monitoring, membership support, education, advocacy, and industry resources.

Our compliance team helps clients confirm that recovery agents in their networks meet required standards for licensing, insurance, background checks, training, and other requirements. Our member services team supports ARA members through the full membership experience, from onboarding and account updates to benefits, renewals, and everyday questions. Both depend on accuracy, follow-through, and clear communication.

About the role

This role brings compliance support, customer service, and member services together in one seat. You will work directly with recovery agents, ARA members, clients, insurance providers, and other industry contacts to answer questions, collect information, resolve issues, and keep records accurate and up to date.

You will learn ARA's processes, understand why each requirement matters, and take ownership of every open item until it is resolved. Every call and email is a chance to solve a problem for someone in our industry.

What you'll do

Compliance support

- Answer compliance questions from clients, recovery agents, members, and industry contacts by phone and email
- Request, review, and process compliance documentation to ARA and client requirements
- Help agents understand outstanding requirements, renewal deadlines, document statuses, and the steps to resolve them
- Learn and apply client-specific compliance requirements
- Follow up on open items until they are resolved, and escalate issues that need additional review

Member services

- Serve as a go-to contact for ARA members and membership questions
- Guide new members through onboarding, and help with renewals, dues processing, and account updates
- Answer questions about ARA benefits, resources, programs, and services, and help members navigate ARA systems
- Support member retention and outreach efforts

Customer support and operations

- Provide professional, timely, and accurate support by phone and email
- Work across multiple systems throughout the day while keeping profiles, records, and notes accurate
- Document every communication, action taken, and next step
- Follow established processes and SOPs, and use good judgment when a situation needs a closer look
- Work with the team so clients, agents, and members get accurate answers quickly

You'll thrive here if you

- Bring strong customer service and communication skills, by phone and email
- Care about accuracy and catch the details others miss
- Track multiple priorities, follow-ups, and open items without dropping any
- Learn new systems and platforms quickly
- Follow procedures, and recognize when something needs to be escalated
- Take initiative when information is unclear, and research or ask until you find the right answer
- Work productively on your own in a remote environment
- Stay calm and professional in difficult conversations, including when you are delivering news someone may not want to hear
- Enjoy detail-driven work and want to build real knowledge of compliance requirements

Experience in customer support, membership services, compliance, insurance, administrative support, or a related field is preferred. Recovery industry experience is not required.

What success looks like

Success is measured by issues that are resolved. You follow through on open items, keep accurate records, and communicate clearly. You understand what is being asked before you act, and you know when to ask a question or escalate. Most of all, clients, members, and agents can count on one thing: when you are handling something, it gets done.

Why join ARA

You will build expertise in a specialized industry, in a role that combines service, problem solving, compliance, and relationship building. Your work will have a real impact on the businesses of the clients, members, and recovery professionals you support. As ARA continues to strengthen its operations, systems, and services, you will also contribute to how our team works.

How to apply

Email your resume to JoAnna Deaver at joanna@americanrecoveryassn.org. Applications are due by October 30, 2026.

If you value accuracy, enjoy helping people solve problems, and take pride in seeing things through from start to finish, we would like to hear from you. Learn more about ARA at repo.org.