



POSITION DESCRIPTION

1. General Information

Position title	Manager, Member Engagement
Status	Exempt, 37.5 Hours
Reports to (title)	Director of Society Management Services & Marketing
Department	Member Engagement
Date	09/28/2017

2. Primary Function

Manages and assists staff in providing comprehensive customer service with a focus on prospect/stakeholder engagement and developing targeted growth strategies (recruitment/acquisition/retention for various prospect stakeholders) in support of the client societies' objectives. Develops departmental strategies, operational policies, key performance indicators, budget and contingency plans to advance the service offering and staff development. Ensures that all transactions and services are prompt, precise and consistent with clients' financial and operational procedures as well as the SMS Handbook. Implements and/or improves departmental/client initiatives accordingly. Liaises with Information Technology and database software vendor to enhance the user experience. Monitors, reviews, analyzes, and provides guidance on various departmental and client reporting.

3. Major Duties and Responsibilities

Rank	Duty/Responsibility	Percentage of time
1	Membership Development: Manages and assists department staff with membership engagement tactics and development of targeted growth strategies for various prospect stakeholders in support of client organizations' objectives.	40
2	Strategic Management & Leadership (General Management, General Leadership, Financial Management, Interpersonal Skills and Group Facilitation, and Strategic Planning & Thinking): Develops departmental strategies, operational policies, key performance indicators, budget and contingency plans to advance the service offering and staff development; facilitates a diverse and inclusive environment conducive to building and maintaining effective working relationships with staff and stakeholders; utilizes conflict resolution skills to productively resolve differences among parties; monitors, reviews, analyzes, and provides guidance on various departmental and client reporting.	30
3	Administration (Technology, and Vendor/Supplier Management): Oversees all tasks for the department and ensures all transactions and service are prompt, precise and consistent with clients' related financial and operational procedures as well as the SMS Handbook; hires, trains, develops, and evaluates department staff; liaises with Information Technology and database software vendor to enhance the user experience; serves as Membership Engagement Representative for client(s), when necessary.	25
4	Business Development (Business Planning): Leads the review of prospective Member Engagement clients, assists Director of Society Management Services and Marketing with proposal and contract development, and leads the onboarding of new clients.	5

Incumbent is expected to perform other duties as assigned by their immediate supervisor in support of the organization's goals and FASEB's needs.



4. Direct Reports (DR) / Team Members (TM)			
Position titles of direct reports and team member reporting	DR/TM	# supervised by direct reports	
		Exempt	Non-exempt
Member Engagement Representatives	DR		X
Database Administrator	TM	X	
Account Executive	TM	X	
Meeting Planner	TM	X	
Accountant	TM	X	
Marketing Coordinator	TM		X
Publications Manager	TM	X	

5. Knowledge & Skills			
Indicate the minimum education level (or equivalent experience) required in your position.		List the skills applicable to your position and indicate the minimum proficiency required: A= Novice; B= Proficient; C=Expert	
Check those which apply	Subject or major field of study	Skill (Specify equipment/system, e.g., MS Word, Communication Skills, Customer Service)	Minimum Proficiency
<input type="checkbox"/>	High school (with relevant college courses)	Membership Development	C
<input type="checkbox"/>	Prof/technical	Written and Verbal Communication	C
<input type="checkbox"/>	College courses	Strategic Management & Leadership	C
X	Bachelor's degree	Accounting, Business, Management Database Maintenance	B
<input type="checkbox"/>	Master's degree	MS Office	B
X	Other	At least 4 years' related experience, as well as experience in a supervisory capacity Administration/Supervisory	C
<input type="checkbox"/>			
<input type="checkbox"/>			

6. Key Decisions & Guidelines	
Give two or three examples of decisions you make or actions you may take without prior approval.	
Give two or three examples of decisions you refer to a higher authority.	
Indicate any special policies, formal procedures, or precedents that guide your work.	



	Position	Department/Organization	Purpose (What is important is the content of these interactions. Describe what happens as a result of these contacts)
7. Working Relationships	Assigned Account Executive or Executive Director	Client Relations or External	Obtains, provides or exchanges information. Coordinates services to client. Directs in support of organization's goals, programs and needs
	Director, assigned Planner/Coordinator, and Registrar (if assigned)	Office of Scientific Meetings & Conferences	
	Assigned Accountant and support staff	Financial Services	
	Assigned Marketing Coordinator	Marketing	
	Assigned Member Engagement Representative	Member Engagement	
	Various support staff	IT	
	Various staff	Publications, HR, other FASEB Departments	Obtains, provides or exchanges information.
	Organization Volunteer Leadership	Organization	Advises, supports, provides services, exchanges information, motivates
	Partnering Organizations/Chapters/Affiliates	Various organizations	Obtains, provides or exchanges information.
	Vendors & Consultants	Various vendors	Obtains, provides or exchanges information.

7. Working Conditions

This position requires sitting (80%), standing (5%), and walking (15%). Additional physical requirements are as follows:

- Occasionally requires lifting materials of approximately 20 lbs.
- Requires computer work involving extensive use of keyboard, mouse and monitor.

Work Environment/Conditions:

- Dayshift hours primarily
- Travel and other work related assignments on weekends is possible.