

POSITION DESCRIPTION

1. General Information

Position title	Director for Society Management Services
Status	Exempt, 37.5 Hours
Reports to (title)	Deputy Executive Director for Operations
Department	Society Management Services
Date	04/10/2018

2. Primary Function

The Director of Society Management Services (SMS) will grow revenue through new business development, oversee existing client relationships, and expand innovative service delivery. The position is critical in the development and implementation of plans to achieve overall growth, satisfaction of SMS clients, and increased collaboration with internal service departments. The Director will leverage strong business acumen and professional services expertise to build credibility with clients, industry partners, and internal teams. They will develop and implement the strategy necessary to increase SMS value and impact, organizational effectiveness, and the productivity and profitability of FASEB's SMS program. They must be committed to delivering the highest quality services to SMS clients and be the ambassador of FASEB's SMS program.

For both new and existing clients, the Director must have a keen ability to identify business solutions, develop and manage the scope of services, align staff resources, negotiate contracts, and ensure optimal service delivery. Additionally, They will utilize exceptional communication skills to ensure understanding of clients' needs, manage expectations and to identify future project initiatives/opportunities. The Director of SMS is responsible for the development and implementation of program budgets and oversees staff serving as Executive Directors and Membership Representatives on behalf of clients. They serve as a key collaborator amongst internal stakeholder and departments providing SMS services.

3. Major Duties and Responsibilities

Rank	Duty/Responsibility	Percentage of time
1	BUSINESS DEVELOPMENT	50%
	Leads business development activities including lead generation, prospects communications, cross-departmental proposal development, facilitates negotiations, and develops new contracts.	
	Performs market research and analysis, identifies prospective client, distributes promotional material, and initiates discussions about FASEB's range of services.	
	Produces revenue by cultivating new business relationships, develops and promotes an enhanced SMS menu, and identifies and engages prospective SMS clients.	
	Identifies, leverages or conceives business solutions with new and renewing clients. Ensures a clear scope of work, proposes service arrangements, and works across departments to develop proposals.	
	Generates, reviews and/or approves client service contracts and contract renewals, negotiates both rates and terms.	
	Aligns SMS staff skill sets with client needs and contract terms, and ensures delivery of all contracted services.	
	Leads new client transition including facilitating client onboarding and ensuring appropriate resource allocations.	
	Directs staff to ensure contractual obligations are met, client issues are addressed, and resources	

	are available.	
2	STRATEGIC SOLUTIONS & CLIENT ENGAGEMENT	35%
	Plans, proposes and executes (with oversight from Deputy Executive Director for Operations) long and short range goals associated with Society Management Services and the SMS business plan including operations, services, and pricing.	
	Drives and supports strategy, development, and execution of enhanced SMS menu to meet changing and unique needs of SMS clients; regularly reviews vendors for various service departments.	
	Benchmarks services against AMCi Standards and regularly evaluates services and customer satisfaction.	
	Maintains in-depth knowledge of industry trends and scientific society needs in order to drive the process of identifying new and emerging support services and increases value to clients.	
	Provides management to contracted clients directly and/or in conjunction with client support staff as appropriate; serves as direct client support (Business Manager/Executive Director/Project Lead) when client, resources or situations demand.	
	Demonstrates exceptional account management skills; cultivates existing business relationships through frequent client communications and increases client satisfaction, confidence and retention.	
	Identifies future project needs of client and minimizes engagement disruption through managing engagement execution and completion dates, and ensures clients' expectations are met.	
	Provides leadership support to SMS staff on client matters such as membership growth, program expansion, business planning, resources, leadership development, and association best practices.	
	Coordinates across departments to maintain and manage the SMS brand and maximizes the visibility and effectiveness of various service lines.	
3	MANAGEMENT & ADMINISTRATION	15%
	Directs budgeting, staffing, and performance management related to Society Management Services.	
	Prepares annual budgets for Society Management Services, Client Relations, and Membership Services; engages in budgeting activities with all client service departments.	
	Maintains strong communications with SMS staff and departments providing SMS services.	
	Manages staff allocations and communicate regularly with SMS staff regarding additional client needs and/or forthcoming engagements.	
	Assists in the recruitment of SMS staff, conduct interviews and assesses skill sets and competencies of candidates.	
	Supervises Client Relations and Membership Services and ensures accountability to contracted duties and the SMS business plan.	
	Provides leadership and facilitates a diverse and inclusive environment conducive to building and maintaining effective working relationships with staff and stakeholders.	
	Utilizes interpersonal skills, group facilitation and conflict resolution skills to productively resolve differences among parties	
	Monitors, reviews, analyzes, and provides guidance on various departmental and client reporting.	

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

Position titles of direct reports	# in position	# supervised by direct reports	
		Exempt	Non-exempt
Account Executives	5		
Membership Engagement Manager	1		5

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	
		High school		Business Development	C
		Prof/technical		Oral and Written Communication Skills	C
		College courses		Customer Service and Interpersonal Skills	C
	x	Bachelor's degree	Management, Marketing	Organizational Skills	C
		Master's degree	MBA a plus	Ability to Multitask	C
	x	Other	8-10 years' experience non-profit and business development experience. CAE preferred.	Initiative	C
				Negotiation	C
				Database Management	B
				Supervisory Skills	B
				Market Research and Analysis	B
			Financial Analysis and Budgeting	B	

6. Key Decisions & Guidelines	Give two or three examples of decisions you make or actions you may take without prior approval.		Any SMS, Business Development, Client Relations or Membership activities – prospecting, negotiating, contract fulfillment, budgeting, client service, staff performance management.
		Give two or three examples of decisions you refer to a higher authority.	Pricing and pricing negotiations for the corresponding SMS service lines. The decision to bid on some RFPs.
		Indicate any special policies, formal procedures, or precedents that guide your work.	Best practices for AMCs (need to develop FASEB policies using AMCI guidelines).

7. Working Relationships	Position	Department/Organization	Purpose (What is important is the content of these interactions. Describe what happens as a result of these contacts)
	Deputy Executive Director for Operations	FASEB	Provides information, seeks guidance, collaborates
	Membership Engagement Manager	Society Management Services	Advises, exchanges information, interactions define how we deliver membership services
	Department Heads	Various	Business development, ensuring delivery of service, collaboration



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	Client Leadership	Various	Interactions define the proposal we present, the contracts that are executed and the service level that is expected
	Client Staff	Various	Interactions define the service level that is expected
	Vendors	Various	Interactions define the services that are provided to FASEB, in what capacity and at what costs

8. Working Conditions	<p>This position requires sitting (85%), standing (5%), and walking (10%). Additional physical requirements are as follows:</p> <ul style="list-style-type: none"> • Occasionally requires lifting materials of approximately 30 lbs. • Requires computer work involving extensive use of keyboard, mouse and monitor.
	<p>Work Environment/Conditions:</p> <ul style="list-style-type: none"> • Dayshift hours primarily. • Travel and other work related assignments on weekends is possible.