

## POSITION DESCRIPTION

### 1. General Information

Position title	<b>Manager, Membership Engagement</b>
Status	<b>Exempt, 37.5 Hours</b>
Reports to (title)	<b>Director of Society Management Services</b>
Department	<b>Membership Engagement</b>
Date	<b>04/11/2018</b>

### 2. Primary Function

The Membership Engagement Manager will prioritize quality, impact, and customer service to Society Management Services (SMS) client societies, ensuring they are highly successful and exceed the expectations of their membership. Additionally, the Membership Engagement Manager will design and implement innovative membership solutions while managing and maximizing the efforts of the client membership team within FASEB's SMS program. They will develop departmental strategies, operational policies, key performance indicators, and action plans to advance client service offerings, SMS profitability, and staff development.

The manager will develop targeted membership growth strategies (recruitment/acquisition/retention) in support of client society objectives with a focus on stakeholder engagement. This position will be critical in maintaining high standards of excellence in customer service and delivering the highest quality solutions to SMS clients as well as supporting the Director of Society Management Services (SMS) as an ambassador of FASEB's SMS brand.

This position reports to the Director of Society Management Services and is a highly collaborative innovator, comfortable working with a wide range of professionals. This customer-centric individual will increase team communication and ensure all transactions are prompt, precise and consistent with clients' financial and operational procedures as well as AMCi Standards and the SMS Handbook.

### 3. Major Duties and Responsibilities

Rank	Duty/Responsibility	Percentage of time
<b>1</b>	<b>MEMBERSHIP ENGAGEMENT</b>	<b>45%</b>
	Delivers membership development solutions to maximize impact of recruitment and retention efforts.	
	Manages and assists department staff with membership engagement tactics and development of targeted growth strategies for various stakeholders in support of client organizations' objectives.	
	Maintains in-depth knowledge of membership trends and scientific society membership needs in order to ensure clients are highly successful and exceed the expectations of their membership, consistently increasing value to clients.	
<b>2</b>	<b>CLIENT SERVICE &amp; SUPPORT</b>	<b>35%</b>
	Develops departmental strategies, operational policies, key performance indicators, and action plans.	
	Benchmarks services against the SMS Handbook and AMCi Standards and regularly evaluates services and customer satisfaction.	
	Provides client support to contracted clients directly or in conjunction with client support staff when client, resources or situations demand it.	
	Increases team and client communication. Increases client satisfaction by ensuring all transactions are prompt, precise and consistent with clients' financial and operational procedures.	
	Coordinates across departments to maintain and manage the SMS brand and maximizes the	

	visibility and effectiveness of various service lines.	
	Supports the review of prospective clients and client renewal process; assists the Director of Society Management Services with proposal and contract development; and supports the onboarding of new clients.	
<b>3</b>	<b>MANAGEMENT &amp; ADMINISTRATION</b>	20%
	Develops departmental strategies to advance SMS profitability and staff development with oversight from the Director of Society Management Services.	
	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.	
	Maintains strong communications with SMS staff and departments providing SMS services.	
	Supervises client membership team and holds direct reports accountable for their work and achieving client objectives. Oversees training, staff development and evaluations.	
	Oversees all tasks for the department and ensures all transactions and services are prompt, precise and consistent with clients' related financial and operational procedures.	

**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
Member Engagement Representatives	5		

5. Knowledge & Skills				
Indicate the <b>minimum</b> education level (or equivalent experience) required in your position.		List the skills applicable to your position and indicate the <b>minimum</b> 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 (with relevant college courses)	Membership Development	C	
	Prof/technical	Written and Verbal Communication	C	
	College courses	Customer Service	C	
X	Bachelor's degree	Business, Management	Attention to Detail	C
		Database Maintenance	C	
	Master's degree	MS Office	B	
X	Other	Minimum five years of progressively responsible experience in strategic and tactical communication management, as well as experience in a supervisory capacity	Administration/Supervisory	C



## 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.	

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)
	Director, Society Management Services (SMS)	Society Management Services	Provides information, seeks guidance, collaborates
	Account Executive	Client Relations	Obtains, provides or exchanges information. Coordinates services to client. Directs in support of organization's goals, programs and needs
	Director, Planner/Coordinator, and Registrar	Office of Scientific Meetings & Conferences (OSMC)	
	Accountant and support staff	Financial Services	
	Marketing Manager	Marketing and Communications	
	Various support staff	IT	
	Various staff	Publications, HR, other FASEB Departments	
	Organization Membership Committee Chair	Various	
	Partnering Organizations	Various organizations	Advises, supports, provides services, exchanges information, motivates
	Vendors & Consultants	Various vendors	Obtains, provides or exchanges information.

## 7. Working Conditions

<p>This position requires sitting (80%), standing (5%), and walking (15%). Additional physical requirements are as follows:</p> <ul style="list-style-type: none"> <li>Occasionally requires lifting materials of approximately 20 lbs.</li> <li>Requires computer work involving extensive use of keyboard, mouse and monitor.</li> </ul>
<p>Work Environment/Conditions:</p> <ul style="list-style-type: none"> <li>Dayshift hours primarily</li> <li>Travel and other work-related assignments on weekends is possible.</li> </ul>