

Position: Membership Manager
Reports To: Associate Executive Director (AED)
Location: Remote
Status: Independent Contractor (with full-time potential)
Hours: 1,800 annually to start



Technical Registration Experts, Inc. (TREX) is a full-service association management company (AMC) located in Chicago, IL, providing professional management services to various member organizations. TREX's preferred model is to work with small to medium-sized associations. This niche allows us to provide the high level of personalized attention and outstanding customer service that we value. Our full-time clients are professional medical societies, such as the International Society for Hair Restoration Surgery and the Skin of Color Society and its corresponding Foundation. We are seeking a Membership Manager to accommodate the growing number of clients and their individual membership growth.

Overview

The Membership Manager will be responsible for management and administration of all aspects of member relations, including responsibilities linked to the strategic plan for our clients. We are looking for a self-starting, motivated person who excels at doing customer relations and member management. This position is responsible for growing the membership for several professional societies. The ideal candidate will be able to communicate and work effectively with senior and supporting staff daily.

The Membership Manager will work closely with the Membership Committee, Integrated Communications Manager, and Associate Executive Director (AED) year-round. This role undertakes the supervision of a small team including the Membership Coordinator and Registrar. While tasks under these roles may initially fall under the Membership Manager, the ideal candidate will have experience learning and applying new methods, work independently, and proficiently train and supervise supporting staff. Paramount to this position is the ability to work with a high degree of independence, and juggle various projects at once, while maintaining a clear view of how each project supports each of the organizations' missions.

Responsibilities (General)

- Collaborate with the AED, Membership Committee and Membership Coordinator on efforts to increase membership
- Primary staff member to increase and maintain membership for various clients
- Draft newsletter articles
- Prepare and draft correspondence
- Prepare and draft updates to members
- Document processes and procedures, update or new
- Produce project management timelines encompassing all roles and related tasks
- Assist senior staff in the meeting planning efforts of conferences, workshops, and educational forums
- Assist senior staff in the planning, development and distribution of surveys and the analysis of responses
- Perform other duties needed or assigned by senior staff

Primary Roles & Responsibilities:

Membership

The Membership Manager will manage all aspects of member relations. With the supervision of the AED and together with the Integrated Communications Manager, the Membership Manager will work to:

- Maintain regular member outreach
- Develop and implement strategies for retention of existing members and recruitment and cultivation of new members, including the creation of new member benefits and regular solicitation of member feedback
- Provide data and feedback to measure effectiveness of membership-related initiatives on membership
- Curate virtual resources for members
- Manage evaluation programs with a focus on member service excellence, including but not limited to, annual member survey and ongoing program and service evaluations
- Coordinate print and digital production of membership packets, including membership certificates
- Update membership information, brochures, and other items for networking events, conferences, and meetings
- With support of the Membership Coordinator, responsible for maintaining and updating all information in the member database
- Ensure clients' membership coordinator staff members are fully trained on database software
- Coordinate all training and informational sessions between and among staff as needed
- Produce and format membership reports on a quarterly basis and submit annual membership reports as requested

Dues

The Membership Manager will coordinate with the AED, Membership Committee, Bookkeeper, and Integrated Communications Manager on annual dues efforts, which may include:

- Support the AED in coordinating the logistics for sending out membership invoices
- Prepare membership invoices for annual dues and elected products and services
- Track membership dues received and outstanding
- Provide weekly updates and reports to AED regarding membership dues

Directory

Membership Directories are a vital resource and benefit for medical societies. This position is responsible for maintaining, updating, and capturing all pertinent data to curate an annual membership directory.

- Contact membership via email, and phone to update organizational information, if necessary
- Coordinate the format and layout of the assigned client's directory with supporting team
- Produce print and digital drafts of membership directory
- Coordinate print production of directory

Marketing & Communications

In concert with the Integrated Communications Manager and Membership Committee Chair this role will organize communications, messaging, and website content and functionality to enhance membership.

- Draft communication to welcome new members
- Assist in planning and participate in committee and task force meetings, conferences, and conference calls
- Assist in development of marketing communication collateral to promote awareness and increase participation of members and associate members in workshops, conferences, and annual meetings
- Complete other projects and tasks as assigned

Annual Meeting

With support of the registration staff the Membership Manager will support the Program Manager for a successful execution of the client's annual meeting through the following:

- With support of the registration staff, plan, coordinate, and lead pre-registration and onsite registration process
- With support of the registration staff, train supporting and temporary staff to conduct onsite registration
- Oversee the membership materials are updated and available for use onsite
- Ensure inclusion of annual meeting promotional materials in new membership packets, and constant communication efforts with membership regarding registration

Desired Qualifications

The ideal candidate will have:

- At least 2-3 years overall experience in the area of membership
- Work experience within a nonprofit association preferred
- At least 2-3 years of leadership experience
- Excellent computer literacy skills and knowledge with MS Suite, Outlook, Adobe Suites, and other computer programs, like CRMs
- Ability to effectively work with and through committees to accomplish membership projects and goals
- Ability to effectively handle numerous issues, committees, tasks, and assignments
- Ability to produce professional documents with minimal amount of errors, including spelling, punctuation, and grammatical errors
- Discipline to successfully work without close supervision
- Ability to communicate effectively through written and verbal communication
- Ability to lead multiple projects, set priorities, schedule staff assignments, and manage multiple deadlines
- Ability to collaborate and empower internal and external teams
- Strategic and creative thinker with the ability to take larger strategy and insights and translate them into ideas and executable plans
- Ability to adapt to changing priorities
- Ability to anticipate, develop, write, and implement operational policies and procedures
- Ability to travel nationally and internationally (when safe to do so)
- Ability to stand and walk for long periods of time
- Ability to work outside standard hours as needed, including evenings and weekends
- Ability to work well in a team environment, handle multiple assignments and meet deadlines

Our Core Values

Accountability, Commitment, Support, Inclusiveness, Authenticity, and Excellence.

Our Position Statement on Diversity

Diversity is an integral facet of the global landscape and is a critical component to the success of all professions including association management companies (AMCs). Diversity in its many dimensions including ethnicity, nationality, race, culture, religion, gender, sexual orientation, socioeconomic background, mental and physical abilities, learning styles, values, and viewpoints enriches the work we do internally and with our clients.

We offer competitive salary and benefits to commensurate with experience in a casual but professional work environment. Visit our website at www.trexperts.com for more information.

Travel: Travel required, may be up to 2-4 times per year (when safe to do so).

To Apply

Please email your Resume and cover letter to Kimberly Miller at kmiller@trexperts.com. No phone calls please.