

Position: Membership/Registration Manager
Reports To: Administrator
Location: Remote or at Chicago HQ
Status: Independent Contractor (with opportunity to increase hours)
Hours: 800 annually



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 American Academy of Cosmetic Surgery and its related Foundation Cosmetic Surgery Foundation, 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/Registration Manager will be responsible for management and administration of all aspects of member retention, recruitment, and registration, including responsibilities linked to the strategic plan for our clients. We are looking for a highly motivated, innovative, strategic leader who is passionate about customer relations and member management with strong communication and database management skills. This position is responsible for leading a strong retention and recruitment program, with the goal of growing the membership for our various association clients. We expect the candidate to work and communicate effectively with senior and supporting staff daily.

The Membership Manager will work closely with the Membership Committee, Integrated Communications Manager, and Administrator - year-round. This role undertakes the supervision of a small team including the Membership Coordinator and Registrar. The ideal candidate will have experience learning and applying new methods, technologies, work independently, and proficiently train and supervise supporting staff. Paramount to this position is the ability to work with a high degree of independence, prioritize various projects at once, while maintaining a clear view of how each project supports the organization's mission and goals.

Responsibilities (General)

- Lead innovative results-based efforts for membership retention and recruitment in collaboration with the Administrator, Membership Committee, Membership Coordinator, and Integrated Communications Manager
- Manage membership database administration software and produce data reports for stakeholders/leaders
- Effectively communicate goals and expectations to senior and support staff to ensure cohesion and productivity
- Primary staff member to retain and increase membership for association clients
- Draft newsletter articles of relevance to membership audience
- Strategically prepare and draft correspondence and updates to membership
- 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 webinars and 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/Registration Manager will manage all aspects of member relations. With the supervision of the Administrator 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 and benefits
- 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 and Registration

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

- Support the Administrator 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 Administrator 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

Education

With support of the registration staff the Membership Manager will support the Program Manager for a successful execution of the client's annual meeting and other educational initiatives 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 3 years professional experience within a nonprofit association required, preferably in membership
- At least 2-3 years of leadership experience
- Demonstrated ability to provide quality customer service and to lead and balance work with a variety of internal and external stakeholders.
- Program planning, implementation and evaluation experience preferred.
- Demonstrated experience managing, collaborating, facilitating, and presenting with and to committees and small groups.
- Highly organized and detail-oriented, flexible, and collaborative with an ability to prioritize and manage multiple tasks simultaneously.
- Excellent written and oral communication skills, and positive, can-do attitude.
- High proficiency in Microsoft Office suite, including Excel and PowerPoint, Adobe Suites, CRMs, and other computer programs
- Discipline to successfully work without close supervision.
- Strategic and creative thinker with the ability to take larger strategy and insights and translate them into ideas and executable plans.
- Ability to collaborate and empower internal and external teams.
- Ability to produce professional documents with minimal to no spelling, punctuation, and grammatical errors.
- Ability to anticipate, develop, write, and implement operational policies and procedures
- Ability to work outside standard hours as needed, including evenings and weekends
- Personal qualities of professionalism, integrity, credibility, and a commitment to AACCS's mission.

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 compensation 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.