

OHIO SOCIETY OF ASSOCIATION PROFESSIONALS

Director, Member Relations & Programming

Job Title: Director, Member Relations & Programming	Job Status: <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
Department: <i>Membership</i>	Job Type: <input checked="" type="checkbox"/> FT <input type="checkbox"/> PT <input type="checkbox"/> Contractor <input type="checkbox"/> Intern
Supervisor: <i>President & CEO</i>	Job Purpose: <i>Manages the society's member relations and programming needs while serving in various support capacities as prescribed by organization's president & CEO.</i>
Date Approved: 3-1-2022	

ESSENTIAL DUTIES AND RESPONSIBILITIES

Member Relations

- Oversee annual membership dues renewal process, including creating invoices and processing dues payments
- Research and identify prospective members and conduct outreach to them
- Facilitate new member processing and orientation
- Provide input for strategic efforts to engage and retain members
- Support membership marketing initiatives to ensure they are timely, implemented and executed effectively
- Respond to member requests and issues
- Maintain accurate data within the membership database
- Address individual member requests
- Oversee and facilitate online roundtables and discussions as assigned

Meetings and Events

- Develop and distribute requests for proposals (RFPs) for annual conferences and quarterly luncheon meetings
- Manage and administer the annual conference registration system and hotel room utilization
- Respond to all event-related requests and issues
- Represent the event services area to all internal and external stakeholders
- Work with all operations relating to event management, including budget, promotion/advertisement
- Manage in-person and virtual events to lessen burden on other staff
- Prepare name badges and, if necessary, appropriate handouts
- Manage and administer the event registration system.

Maintain Continuing Education

- Assure that accurate continuing education records are maintained for OSAP event attendees and webinar participants
- Issue continuing education transcripts as requested

Office/Financial Management

- Manage day-to-day operations within the OSAP office, i.e. maintaining appropriate office supplies and postage
- Assist the president & CEO in ensuring the fiscal integrity of the association using QuickBooks and AMS

OSAP Board

- Attend board meetings and prepare minutes
- Maintain knowledge of all association policies, procedures, organization-wide responsibilities in order to distribute requests for action, respond to inquiries and update appropriate governance-related documents as needed

OSAP Foundation

- Support all OSAPF fundraising operations
- Oversee all preparations for OSAPF Holiday Luncheon/Silent Auction, including providing direction and assistance to committee members, cataloging donations, and tracking donor purchases
- Coordinate other fundraising and recordkeeping activities as they relate to foundation responsibilities

Association Management Software

- Utilize organization's membership database software to add and update member records, maintain board and committee member records and update board history
- Update website and job/advertising postings as needed
- Facilitate distribution of e-bulletins

Note: Any or all of these duties may be assigned or might be required to perform other duties either temporarily or permanently at any time with or without notice.

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POSITION REQUIREMENTS		
<p><i>State the minimum levels required to successfully perform the job. These are the qualifications that are necessary for someone to be considered for the position:</i></p> <ul style="list-style-type: none"> • Bachelor's degree in association-related field, including, but not limited to, business administration, communications, marketing or professional services • Minimum five (5) years of relevant experience, preferably in association management, member services and/or volunteer recruitment and management • Possession of or interest in obtaining CAE, CMP or IOM • Strong computer skills, proficiency with MS Office products and data management • Travel required to OSAP meetings and conferences • Proven organization and time management skills, ability to multitask and attention to detail and accuracy • Knowledge of social media practices in order to occasionally post to OSAP's social media channels • Occasional overnight travel required during conferences/events and regional meetings • Experienced in association management systems (AMS) to collect, maintain and organize member information 		
SUPERVISORY RESPONSIBILITIES	PHYSICAL FACTORS	WORKING CONDITIONS
<i>N/A</i>	<i>Person must be able to sit for long periods of time; on occasion, the job requires objects up to 25 pounds be lifted to a height of 2-3 feet and loaded onto a folding handcart</i>	<i>Some weekend and evening hours are required during conferences and OSAP special events throughout the year.</i>
APPROVED BY: Jarrod A. Clabaugh, President & CEO, Ohio Society of Association Professionals		
EMPLOYEE:		