



POSITION DESCRIPTION

Position title	Director, Membership	
General description	Responsible for the implementation, administration, and management of all member services.	
Reports to (title)	Executive Director	
Department	Membership Department	
Completed by	Hay Group	Date: January 2018
Approved by	Martin Frank	Date: February 2018

Major Duties and Responsibilities

Rank	Duty/Responsibility	Percentage of time
1	Member Services	90%
	<ul style="list-style-type: none"> ▪ Develops and ensures that established procedures for processing prospective members' applications are consistently followed. ▪ Develops, implements, and evaluates membership marketing to increase membership and retain members. ▪ Works with Membership Committee to develop programs and services for members. ▪ Develops and carries out annual member renewal effort including the billing, collection, and processing of dues payments. ▪ Maintains integrity of member information in association management database. ▪ Maintains membership portions of websites. ▪ Responsible for outreach programs to other physiology organizations and meetings including identifying opportunities, recommending specific support programs, establishing relationship with leaders, and attending or preparing materials highlighting APS and membership opportunities. ▪ Works with Membership Committee to ensure a positive member experience and high retention rates through the creation and implementation of successful member services programs. ▪ Monitors, analyzes, and reports on results of recruitment and retention activities ▪ Works with the Information Technology Department to design useful member-related reports. ▪ Develops the annual membership budget and consistently monitors revenue and expenses. ▪ Coordinates preparation of agendas and supporting materials for committee meetings. ▪ Serves as staff liaison to the FAPS/Membership Committee and advises other committees relative to membership issues. ▪ Executes Fellows nominations, selections and awards processes. ▪ Supports journal activities including resolution of member subscription issues, identification of membership status for author billing purposes, and works with Publications and Circulation staff in the development of journal marketing materials as they relate to membership. ▪ Administers Society obligations to members by managing member services related activities of the Society, directs staff to anticipate and initiate responses to member, committee and Council needs. 	



2	Administrative Coordination	10%
<ul style="list-style-type: none"> ▪ Executes Fellows nominations, selections and awards processes. ▪ Supports journal activities including resolution of member subscription issues, identification of membership status for author billing purposes, and works with Publications and Circulation staff in the development of journal marketing materials as they relate to membership. ▪ Manages membership awards programs, maintains membership roster, coordinates and implements programs as directed by the Committee and Council. ▪ Responsible for staff performance evaluations, assignment of workload and responsibilities and staff development, and resolution of staff conflicts. ▪ Reports to and consults with Council and Membership Committee regarding membership trends and make recommendations for improvements. ▪ Identifies and exploits professional development opportunities in association meeting management. 		

Incumbent is expected to perform other duties as assigned by the Executive Director in support of the organization’s goals and the Society’s needs.

Guidelines	Indicate any special policies, formal procedures, or precedents that guide your work.	APS Bylaws and Operational Guide Experimental Biology Guidelines and Standards ACCME Essentials, Guidelines, and Standards
	Indicate the work that requires you to apply the greatest amount of judgment.	Negotiating and signing all vendor contacts require complexity and strong decision making and judgment

Position titles of direct reports	# in position	# supervised by direct reports	
		Exempt	Non-exempt
Administrative Assistant	1		1
Sr. Membership Services Coordinator	1		1

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)	Minimum Proficiency	
		High school		MS Word	B
		Prof/technical		Excel	B
		College courses			
	X	Bachelor’s degree		Writing and Communication Skills	C
		Master’s degree		Customer Service with a diverse and intellectual clientele	C
	Other		Experience dealing with finances and budgeting and human resources issues	B	

Decisions	Give two or three examples of decisions you make or actions you may take without prior approval.	Assign workload and responsibilities to support staff; determine need for overtime Negotiate costs and finalize arrangements for membership recruitment campaigns
	Give two or three examples of decisions you refer to a higher authority.	Scientific specific questions to the appropriate staff or Executive Director. Unique budget requests would be referred to Executive Director and Council.



Challenges	Briefly describe the most difficult problems you encounter and complex tasks you perform in your work.	Identifying new technologies that enhance the experiences of APS members. Forecasting needs of members when new programs are created.
	Briefly describe the work which provides the greatest opportunity to use new or different methods or innovative approaches.	Meeting the needs of culturally and scientifically diverse constituents.

APS Internal and External Relationships	Position	Department/Organization	Purpose
	APS Executive Director	APS Executive	Provide updates on current projects, discuss issues regarding meetings and membership that require awareness at that level
	APS Director of Marketing and Communications	APS Marketing and Communications	Partner in promotion of membership and FAPS program
	APS Director of IT	APS Information Technology	Provide website material, request reports help troubleshoot database issues,
	APS Manager, Budgeting and Treasury	APS Business Office	Partner to oversee department budget.
	APS Director of Education Programs /Program Managers	APS Education Office	Travel award programs and special scientific meeting sessions
	APS Council	APS	Provide reports; Council provides direction and sets policies
	APS Communications Manager	APS Communications	Maintain list of members who can respond to press inquiries.
	APS FAPS/Membership Committee	APS	Provide oversight, documentation, and advice to further the goals of the Society's members.

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"> Occasionally requires lifting materials of approximately 20 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.

I have read and understand the above position description. This job description is not intended to be, and should not be construed as, an all inclusive list of responsibilities, skills, efforts or working conditions associated with the position. I understand that it does not constitute an employment contract, that my employment is at-will for an indefinite period of time, and that the organization may change wages, benefits, conditions and responsibilities at any time.

Employee Name

(Signature-Employee)

(Signature-Manager)

(Date)

(Date)