



**AMERICAN ACADEMY OF
OTOLARYNGOLOGY-
HEAD AND NECK SURGERY**

Job

Description for:

*Program Manager, Committee and Volunteer Engagement
Membership Engagement Business Unit
Exempt*

Reporting Structure

The Program Manager, Committee and Volunteer Engagement reports directly to the Senior Manager, Membership & Member Networks.

Qualifications

BA/BS preferred and/or 5+ years of experience in professional association required. Association membership experience preferred. Strong organizational skills demonstrated through the ability to balance attention to detail with big-picture perspective, prioritize multiple projects, and identify resources for projects in a dynamic environment. Strong project management skills for developing and adhering to a systematic course of action, both within a group and individually, to ensure transparency and successful project completion required.

Proactive manager able to take the initiative to recognize and respond to needs and perform responsibilities with minimal guidance from supervisor. Demonstrated self-initiative, ability to meet deadlines and successfully multi-task competing priorities. Able to effectively communicate and interact with volunteer leadership. Keen attention to detail required.

Advanced knowledge of PC-based applications such as MS Office (Excel, Word, Power Point, Outlook), working with a membership CRM database (i.e. iMIS), experienced working with digital communications and program development and implementation and with non-profit volunteer leaders preferred.

Key Responsibilities

- Manages the Board of Governors and its 3 related committees
- Manage the Academy's committee application and selection process
- Supports member sections and committee work groups as needed
- Work with the BOG to grow engagement with state, local, and specialty societies

Specific Duties

Committee Appointment Process

- Manage all aspects of the committee process including the applications, selection, and onboarding process serving as the primary contact and subject matter expert
- Recommends new processes and streamlining opportunities to measure and increase committee engagement
- Works within the Membership Team on committee renewal process

Manages BOG Committee(s) and grows engagement with state, local, and specialty societies

- Proactively manages and supports the work of the BOG Committee(s)
- Develops and launches outreaches to improve engagement with state and local societies
- Serves as main contact in planning the BOG Forum meeting each Spring
- Develops outreaches to specialty societies to improve engagement and communications
- Leads BOG in developing outreaches to keep state, local, and specialty societies in audit-compliance

Other

- Manages disclosure process across the Academy
- Manages special projects as necessary