



Job Description for:

Senior Manager, Member Networks & Engagement

Membership & Global Affairs Business Unit

Exempt

Reporting Structure

The Senior Manager, Member Networks & Engagement reports to the Senior Director of Membership & Global Affairs and supervises the Program Manager, Committee & Volunteer Engagement.

Qualifications

Bachelor's Degree and 7 years' experience managing member engagement functions, governance and/or engagement programs required. Significant experience working with volunteer leaders and managing committees, sections and/or governance. Knowledge of and/or experience working in a non-profit environment. Background managing a variety of large and multi-faceted programs and initiatives is a must as is strategy development. Demonstrated ability to work with volunteer leaders to support member engagement programs and projects. Exceptional communications, customer service, and project management skills.

Key Responsibilities

- Grow engagement within the three Academy Sections (Residents & Fellows-in-Training, Young Physicians, and Women in Otolaryngology).
- Working in collaboration with the Program Manager, oversee Section programs and projects, increase participation, and manage Annual Meeting events including elections.
- Strategically plan and implement programs through the Board of Governors (BOG) to grow state and local Society participation and collaboration.
- Oversee the committee selection process and disclosures.
- Direct planning and preparation for the Spring Leadership and BOG Meeting.
- Manage the Academy's annual awards program working with the Chair and members of the Awards Task Force

Specific Duties

Sections

- Working with the Program Manager, set the strategy and oversee programs to support the Section for Residents and Fellows-in-Training (SRF), Women in Otolaryngology (WIO), and the Young Physicians (YPS). Work with volunteer leaders to ensure projects are aligned to the strategic plan and focus on engagement and retention growth strategies.
- Manage the travel grant program for YPS and SRF members
- Oversee the planning and execution of the annual General Assembly and election of section leaders as well as other programs and events held throughout the year.

Board Of Governors

- Oversee the planning and logistics of the BOG Spring Meeting program including working with volunteer leads on the agenda, logistics, speakers, and running individual committee meetings. Work with the Academy's Education Team on the CME for the meeting and Advocacy on the program components.
- Lead strategic planning and implementation of high impact grass roots programs to build collaboration with state, local, and specialty societies in partnership with BOG leadership and Regional Representatives.
- Manage the BOG General Assembly during the Annual Meeting to include working with the Chair on the program agenda, speakers, meeting logistics, and individual committee meetings.
- Oversee the BOG budget.

Committee Process

- Oversee the committee process including submissions, review and finalization of Chair recommendations, onboarding, and new Chair orientation. Work strategically to increase the number of private practice and military physicians applying and appointed to committees.
- Hold liaison training twice a year (January/June) and is the center point of contact for questions.
- Manages the Academy-wide financial disclosure process.
- Manages updates to the Committee Handbook.
- Oversees the honor points and distinguished service award process in collaboration with IT.

General Engagement

- Serves as the BU's representative to the Bulletin Editor Group.
- Manages the annual awards process working with the Awards Task Force
- Liaison to Plastic & Reconstructive Surgery Committee
- Other duties and projects as assigned.