



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 and 3+ years of direct staff supervision. 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, expand visibility and connections, increase participation and manage Annual Meeting events.
- 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.

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) and Women in Otolaryngology (WIO). Work with volunteer leaders to ensure projects are aligned to the strategic plan and focus on engagement and retention growth strategies.
- Set the strategy and serve as liaison to the Young Physicians Section (YPS). Work with volunteer leaders to plan outreaches that align to the 2018 membership survey findings and the strategic plan.
- Manage the YPS travel grants for the Spring and Fall meeting.
- Oversee the planning and execution of the annual General Assembly and other meetings held throughout the year.

BOG

- 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.

Committee Process

- Working with the Program Manager, 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.
- Holds liaison training twice a year (January/June) and is the center point of contact for questions.
- Manages the Academy-wide financial disclosure process.
- Manages an annual review and updating of the Committee Handbook.
- Oversees the honor points and distinguished service award process.
- Works to further refine the process to ensure consistency and accuracy.

General Engagement

- Serves as the BU's representative to the Bulletin Editor Group.
- Launches programs to increase overall member engagement aligned with the membership survey and the strategic plan.
- Other duties and projects as assigned.