



**Job Description for:**  
**Program Manager, Member Networks & Engagement**  
*Membership & Global Affairs Business Unit*  
*Exempt*

**Reporting Structure**

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The Program Manager reports to the Senior Manager, Member Networks & Engagement.

**Qualifications**

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BA/BS preferred and/or 5+ years of Association membership experience is 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 product 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**

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- Works with the Board of Governor's two committees on grass roots programs
- Liaison to the Young Physician Section
- Manage programs geared toward medical student members
- Manages the logistics of the committee application, selection, and onboarding process
- Manages the disclosure communication program
- Oversees the awards and recognition programs
- Manages the travel grant program
- Coordinates website updates for Sections and Committees in collaboration with Communications

**Specific Duties**

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**Committee Selection and Onboarding Process**

- Works with Communications, IT, and Membership to launch the Committee Application cycle including notification emails and videos, social media, and other outreaches to promote applications
- Collaborate with the Senior Director and Senior Manager on training staff liaisons and chairs on committee member selections
- Assists in all aspects of the committee selection process serving as the primary contact and subject matter expert
- Draft messages to notify committee members and subsequent onboarding outreaches
- Manages the physician disclosure process
- Keeps the liaison / Chair list updated
- Responds to inquiries from committee chairs and liaisons

### **Manages all awards and certificates**

- Develops and executes a marketing plan in collaboration with Communications on outreaches to improve the number and quality of overall nominations
- Works with the Awards Committee to review and select awardees
- Sends out award notifications
- Manages website updates
- Oversees the certificate program

### **Manages Anniversary, Honor and Distinguished Service Awards Recognition**

- Coordinates with IT to identify recipients
- Notifies recipients and manages anniversary pin mailing
- Works with Communications to include names in the Bulletin and Journal

### **Liaison with BOG Committee(s) and works to grows engagement with state, local, and specialty societies**

- Proactively manages and supports the work of two BOG Committee(s) – GOSE and SEGR
- Develops and launches outreaches to improve engagement with state and local societies
- Works with the regional representatives on grass root campaigns
- Develops outreaches to specialty societies to improve engagement and communications
- Supports the programs at the BOG General Assembly at the Annual Meeting and the Spring Leadership Conference

### **Supports programs for Medical Student members**

- Proactively manages and supports programs directed at medical students (e.g., webinars, forums, mentorship program)

### **Administers travel grant program**

- Develops and executes plan in collaboration with Communications on marketing outreaches to SRF, YPS, and medical students
- Manages an overall calendar and communicates both internally and externally key dates and deliverables
- Coordinates payments with Finance
- Manages website content

### **Other**

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