



AMERICAN ACADEMY OF  
OTOLARYNGOLOGY-  
HEAD AND NECK SURGERY

**Job Description for:**  
**Program Manager, Member Networks**  
*Non-Exempt*

## **Reporting Structure**

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

## **Qualifications**

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BA/BS preferred and/or 5+ years of experience working directly with volunteers either in a membership association or similar organization. Strong organizational skills demonstrated through the ability to balance multiple projects, meet deadlines, 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 ability to work collaboratively and effectively with a diverse group of stakeholders including volunteer leaders and internal staff.

Advanced knowledge of PC-based applications such as MS Office (Excel, Word, Power Point, Outlook) and experience working with a membership CRM database (i.e., iMIS).

## **Key Responsibilities**

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- Provide support for the new Otolaryngology Private Practice Section Governing Council and related committees,
- Acts as liaison with Board of Governor's committees and works in collaboration with advocacy staff to help volunteers on strategy to develop programs and implement projects from start to finish,
- Develops and manages programs & events geared to medical student members including the mENTor program, and
- Works to develop basic training opportunities for new section leaders.

## **Specific Duties**

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### **Liaison with Otolaryngology Private Practice Section & Committees (OPPS)**

- Serves as main point of contact with OPPS leadership to launch webinars, podcasts, and other events throughout the year,
- Manages logistics for OPPS elections, general assembly, and other programming at the Annual Meeting,
- Supports the OPPS General Council, Resident and Fellow, and Business of Medicine Committees,
- Manages OPPS addition and changes both on the ENTnet.org website and iMIS,
- Works with OPPS members and leaders to facilitate content for the Bulletin, social media, and other relevant information channels, and
- Supports OPPS committees with programs and events throughout the year.

#### **Supports programs for Medical Student Members**

- Proactively manages and supports programs for medical students throughout the year,
- Writes and distributes quarterly e-Newsletter for medical student members,
- Manages the grant process for medical students,
- Manages the mentorship programs working with volunteers from the Credentials & Membership Committee, and
- Develops 4 sessions at the Annual Meeting for medical students.

#### **Supports BOG Committees**

- Acts as liaison with Governance and Society Engagement Committee (GOSE) and Socioeconomic & Grass Roots (SEGR) committees of the BOG,
- Works in collaboration with the Advocacy team on logistics for approved BOG program launches based on the new development plan, and
- Assists the Senior Director, Membership & Global Affairs on the BOG events at the Annual Meeting.

#### **New Chair Resources & Training**

- Works with the Director to develop basic chair training for SRF, YPS, and WIO Chair-Elects & Chairs to help prepare them for leadership positions,

#### **Other**

- Manages special projects as needed.