



Position Description

Title: Manager, Member and Chapter Relations

Classification: Full Time

Purpose of the Position: Reports to the Executive Director, and serves as an integral member of the leadership team. Serves as the liaison between the state office and 15 state chapters for all issues that affect chapter membership. Develops and maintains a membership plan for Indiana AEYC and will work collaboratively with chapter presidents to coordinate activities. Works with and supervises Chapter Liaisons to assist chapters by enhancing local activities, including education, membership development, public relations, and grassroots efforts.

Responsible for internal communications between the state office and chapters. Advances the organization's position with members, as well as coordinates information and support chapter members to increase Indiana AEYC membership. Responsible for working with the Executive Director on varied and integrated internal communications products and services including: member communications; webinar development and execution, and participation in the planning and execution of state and regional conferences. Staff appropriate Board Committees

Reports To: Executive Director

Qualifications:

1. Passion for Indiana AEYC's mission and vision.
2. Bachelor's degree.
3. Three (3) years relevant membership experience. Membership association experience required.
4. Three (3) years leadership experience with meeting/conference management. Experience with association and/or chapter relations a plus.
5. Three (3) years' experience managing a portfolio of meetings, associations, and/or events, and developing and executing plans to exceed expectations.

Job Responsibilities:

Statewide and Chapter Conferences

1. Work closely with the Executive Director and other staff to provide workforce and professional development opportunities to members, chapters, staff and other partners increasing the accessibility, affordability and quality of the opportunities.
2. Manage legal compliance (insurance, permitting, safety regulations, etc.) for all events.
3. Oversee operations staff in the processing of event registrations and ticket sales; communicating with event attendees.
4. Assist the Chapter Liaisons in planning and executing special events including fundraisers, conferences, trainings, etc.
5. Works with Chapter Liaisons to manage events on-site including oversight of event staff/volunteers.
6. Assist in other areas as directed.

Chapter Relations:

1. Build and maintain relationships with chapter leaders by establishing regular contact and traveling to chapter meetings as necessary to compliment and/or supplement the work of the Chapter Liaisons.
2. In partnership with the Chapter Liaisons, assist chapters in their activities, including government and public relations, education, and membership recruitment and retention.
3. Target areas where no chapters exist, work with local members to create a local chapter
4. Create and deliver chapter leadership training programs with the assistance of the Chapter Liaisons.

Membership:

1. Develop a comprehensive membership recruitment and retention plan. Assist with recruitment efforts. Create and promote chapter membership recruitment programs. Develop, implement, track and evaluate membership plan. Train Chapter Liaisons and staff on membership recruitment programs.
2. Strategic direction – provide recommendations to Indiana AEYC leadership and strategizes on future initiatives; identify trends and opportunities for expansion and outreach initiatives.
3. Data analysis – conducts membership needs assessment surveys and environmental scans for other membership models and best practices. Evaluates member satisfaction.
4. Operations - directs accurate and timely operations of the membership program, including individual application processing; invoicing; and department maintenance of membership database. Manage maintenance of member database.
5. Develops and maintains online membership communities.

Program & Professional Development:

1. Attends Indiana AEYC Board meetings providing updates and input on the Indiana AEYC Dashboard.
2. Works closely with the Executive Director to provide accessible, affordable research-based, professional development opportunities for staff and members.

EXPECTED TRAVEL:

1. Availability for 20% – 30% travel per year including some weekends.

COMMUNICATION AND CRITICAL THINKING SKILLS:

1. Track record of astute budget management and bottom line results.
2. Data management, analytic, and software application skills.
3. Knowledge of industry trends, tools, and best practices.
4. Exceptional written, oral, interpersonal, and presentation skills and the ability to effectively interface with staff, senior management and Indiana AEYC Board of Directors.
5. Demonstrate good meeting planning skills.
6. Must be able to function as part of a team—must be able to balance between collaborative and independent work.
7. Capable of setting priorities when multiple demands are present.
8. Implement creative and thoughtful methods for utilizing new media technologies.
9. Experience in planning, writing, editing, marketing literature, and other print publications.
10. Innovative thinker, with a track record for translating thought into tactical and strategic action plans.
11. Excellent judgment and creative problem-solving skills, including negotiation and conflict resolution skills.
12. Ability to make decisions in a changing environment and anticipate future needs.
13. Energetic, flexible, collaborative, and proactive.
14. Demonstrate excellent skills with a variety of standard office technologies: MS Office Suite, MemberSuite CRM (or similar), Constant Contact (or similar), etc.

Working Conditions:

1. Must be able to travel and attend meetings on evenings and weekends
2. Ability to stand or sit for long periods of time
3. Ability to lift and carry up to 50 pounds

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