

**Job Description
 Director, Membership**

POSITION DETAILS	
Supervisor Job Title:	Associate Executive Director, Membership and Marketing
Department:	Member Services
FLSA Status:	Exempt
Direct Reports:	Membership Manager, Member Engagement Manger

The American Academy of Physical Medicine and Rehabilitation (AAPM&R), the premier professional association for rehabilitation physicians, also known as physiatrists, has an immediate opening for a Membership Manager to join our team. We are working a hybrid schedule with 2 days required in our Rosemont, IL office with additional days for training and/or management as needed.

AAPM&R serves more than 9,000 board certified physicians who specialize in physical medicine and rehabilitation (PM&R). PM&R physicians are nerve, muscle, bone, and brain experts who treat injury or illness non-surgically to decrease pain and restore function. AAPM&R is a leader in helping PM&R physicians acquire the continuing education, practice, knowledge, leadership skills and research findings needed to provide quality patient care

Position Summary:

Responsible for ensuring the Academy's member programs and services, including recruitment, retention and ongoing member support activities, are effectively created, executed, and maintained. Provides strategic leadership and management for all membership sections, including all Member Communities and related entities to guide, facilitate, and support their efforts on behalf of the Academy. Develops a strong customer service team with a focus on customer satisfaction and effective data processes.

Essential Duties and Responsibilities:

- Provides leadership and assists in the direction of membership activities and member relations.
- Supports committees as assigned including Inclusion & Engagement, Physiatrists in Training, Membership, and Diversity and Inclusion.
- Provides strategic leadership for Member Communities.
- Works closely with marketing and communications teams to align messages to target member needs.
- Work with department heads to share member knowledge and increase member satisfaction.
- Develop and execute programs, campaigns, and activities to increase membership and increase retention rates.
- Creates an environment and culture that focuses on member value to target audiences.

- Recruits, hires, manages, mentors and develops a professional team responsible for member engagement, membership and customer service.
- Ensures member data processes are optimized so data is accurate, up-to-date and accessible to staff.
- Perform other duties as assigned by the Associate Executive Director.

Required Skills and Qualifications:

- Ability to develop cohesive strategic plans that build membership retention, recruitment, and engagement.
- Strong financial analysis skills. Administrative skills to lead, direct, and supervise staff; develop budgets and fiscal controls; and to ensure that programs are implemented as planned. Planning and organizational skills to optimize resources.
- Knowledge of membership databases and related reports.
- Exceptional customer service skills, including the ability to respond to Academy members, internal staff and others in a professional, knowledgeable, helpful, and friendly manner.
- The ability to develop and grow business relationships with diverse groups of specialized professionals.
- Proficient MS Office skills (Word, Excel, Power Point, Outlook).
- Understanding of the relevant issues facing the organization, the specialty and its members.
- Maintains high professional standards of integrity, ethics, and commitment to the goals of AAPM&R.

Education and Experience:

- Bachelor's degree in a relevant field.
- Seven years experience, preferably in medical society management. Thorough knowledge of association management processes, procedures and related functions.
- Experience managing staff, and working with physician volunteers in leadership roles. Demonstrated experience in project management, problem solving, and facilitating and managing the group process are desirable.

Estimated Travel:

Travel is less than 10%, including the Annual Assembly and other potential short trips throughout the year to be determined. Weekend committee meetings should be expected, primarily located at or near the office in Rosemont. There is also a potential to participate in evening conference calls/webinars throughout the year.

How to Apply for a Job with AAPM&R:

Submit your cover letter and resume to: careers@aapmr.org. **No faxing or phone inquiries please.**

- **AAPM&R offers an excellent hybrid work environment, competitive salary, and a very comprehensive benefits package. Additionally, we are an Equal Opportunity Employer (EOE).**
- **Must have access to Rosemont, IL office on a weekly basis.**