

Diversified Management Services

Job Description

Title: Membership & Sponsorship Manager
Department: Administration
FLSA: Non-Exempt
Reports to: Account Executive

Purpose of Position:

The Membership & Sponsorship Manager identifies, develops, and implements strategy across multiple client organizations.

Essential Duties and Responsibilities:

- Develop key communication points in the areas of recruitment, onboarding, and engagement journey to be used by Client Service Specialists
- Analyzes and determines membership data needed to support member retention trends, strategies and other metrics.
- Develops and monitors budgets for membership programs and regularly communicates with internal teams and clients regarding status.
- Continuous assessment, strategy development and execution of activities that improve the member and sponsor experience.
- Oversee and support the execution of membership renewals including closely monitoring, reporting on and making adjustments to the plan as needed.
- Develop and implement diverse year-round sponsorship opportunities.
- Responsible for creating strategy for achieving goals, timeline creation and overall execution of goals.

Minimum Training and Experience Required to Perform Essential Functions

1. Post High School degree or multiple years' experience
2. 1+ years of association-related work experience

Minimum Physical and Mental Demands Required to Perform Essential Functions

Physical Requirements

1. Reaching (horizontal and vertical) to obtain various books, printouts and file boxes, computer paper, etc. as well as some light lifting.
2. Capacity to use a variety of office equipment including: copy machine, fax, and computer terminal/keyboard.
3. Motor coordination (eyes, hands, swift and accurate finger movement) as well as manual and finger dexterity.

Cognitive Demands

- Requires a high level of problem-solving skills involving acquired or learned knowledge of company operations and functions.
- Requires a high level of project management and communication skills necessary for implementing and monitoring immediate and long-range goals.

The duties listed include what are generally considered to be primary and essential functions of the position. Specific circumstances may allow or require some assigned to the job to perform a somewhat different combination of duties. Diversified Management Services reserves the right to change job duties as needed to meet business goals and operational needs. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

Diversified Management Services Job Description

- Computer literacy with demonstrated skills in the use of applicable program software.
- Ability to read, interpret and apply advanced program information.
- Ability to obtain information by observation, investigation, interpretation, and visualization.

Language Ability and Interpersonal Communication

1. Requires regular interaction with DMS and client association employees and the public in the performance of assigned support tasks.

Work Hours

1. This is a non-exempt position, which means that overtime is paid when supervisor approved hours for the work week exceed 40 hours. The nature of the association business is cyclical, and some weeks may require extended days or weekend work based on the needs of the client and the account executive. Advance notice will be given as much as possible when extended time is needed, and compensation time within that same week should be arranged at that time with the senior account executive.
2. Limited travel (working a convention or board meeting) may be requested. Employee will be paid for all supervisor approved hours spent working during that time, including driving to a meeting or attending a working meal function.

The duties listed include what are generally considered to be primary and essential functions of the position. Specific circumstances may allow or require some assigned to the job to perform a somewhat different combination of duties. Diversified Management Services reserves the right to change job duties as needed to meet business goals and operational needs. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.