



# Position Description

---

<b>Title:</b>	Member Relations and Academic Program Manager
<b>Department:</b>	Engagement
<b>Supervisor:</b>	Director of Engagement
<b>FLSA Status</b>	Exempt
<b>Profile:</b>	D

## **Overall Position Purpose**

This position exists to provide the Inteleos Engagement department, specifically the Member Relations/Retention and Academic programs, with organizational and project/program development and management. This position will assist with the strategic planning to ensure goals and projects are executed and rolled out in a timely manner while working closely with the Director of Engagement.

## **Core Responsibilities**

### **Member Relations/Retention Programs**

- Manage the planning, logistics and execution of the Member Relations/Retention programs. These efforts include but are not limited to Renewals, ID Cards, CME Audit, Attestation, Recertification, Engagement campaigns and outreach;
- Conduct research regarding trends, new programs, policies, etc.; and
- Oversee the development of plans/strategies and implementation of efforts to further enhance/improve the Member Relations/Retention programs.

### **Academic Program**

- Manage the existing day-to-day tactical components of the academic programs. These efforts include but are not limited to:
  - School reports
  - Achievement Campaigns
  - Serving as the primary liaison to the academic community
  - Updating collateral materials and website content
  - Database management
  - Represent the organization at tradeshow and events
  - Serve as the primary organization-wide resource for academic programs;
- Conduct research regarding trends, new programs, policies, etc.; and
- Recommend, develop and implement (as approved) new projects, programs and policies for the academic community.

### **General Expectations**

- Assist in the forecasting, determining, approval and setting of budget allocations required to meet departmental and organizational strategic objectives ensuring fiscal responsibility, managing the marketing spend, strict adherence to the Board approved budget and financial policies, and monitoring financial trends to allow for strategic adjustments to assure maximum ROI;
- Manage vendor relationships and negotiate contracts, ensuring expectations and efficiencies of negotiated contracts are met within the scope of the contract;
- Mentor and train colleagues and new staff on Engagement related programs, activities, process and policies;
- Ensure all risk controls are met through the oversight of an effective risk management framework;
- Serve as the department representative on staff committees;



- Develop and maintain processes/procedures as required for organizational ANSI accreditation; and
- Represent the organization at tradeshow, events and meetings.

### Required Education/Experience

- Bachelor's degree, Certification or equivalent in a related field;
- Minimum of five years of program management experience, preferably in an association setting; and
- PMP desirable but not required.

### Required Qualifications/Skills

- Ability to coordinate efforts and workflow with staff members from all levels and departments of the organization as well as external contacts;
- Advanced understanding of branding, customer engagement, marketing and communications;
- Capable of analyzing problems rigorously and from all angles, showing sound practical judgment;
- Superior project management and organizational skills;
- Demonstrated skill in writing concise, logical and grammatically correct content and reports;
- Strong interpersonal skills with ability to interact effectively, efficiently and professionally with individuals at all levels of the organization;
- Consistent attention to detail and follow-through skills;
- Proactive, positive and enthusiastic customer focus;
- Proven ability to work in a team environment;
- Ability to maintain positive attitude under stressful conditions;
- Strong organizational communication and collaborative skills;
- Budget-management skills and proficiency;
- Analytical skills to forecast and identify trends, opportunities and challenges;
- Proficiency using MS office;
- Database knowledge; and
- Basic familiarity with marketing/communications, membership programs, and academia (preferred but not required).

### Inteleos Attributes

- **Accountable** – taking ownership of your work and delivers results. Being responsible for your actions.
- **Collegial** – being helpful, respectful, approachable and team oriented. Building strong working relationships and a positive work environment. Consider the thoughts and opinions of others.
- **Ethical/Integrity**– employee is honest and trustworthy when working with colleagues, volunteers, and other stakeholders. Lead by example.
- **Committed to:**
  - Creating the global standard of excellence in healthcare and patient safety
  - Excellence – Strive to excel in everything you do.
  - Quality – Taking the initiative, extra time, care and vigilance to get the job done right.
  - Continuous Learning
- Have a **Positive “Can-do” Attitude**-being ready, available and willing to get the job done and done well.

### Supervisory Environment

- Works under general supervision, broadly defined work objectives.
- Makes decisions of considerable complexity on business or technical matters often in ambiguous contexts. Decisions have medium and long-term impact on a significant organizational function and frequently impact the organization.



- Work projects and products may be subject to supervisor’s review for content, quality and appropriateness
- Incumbent has no formal supervisory responsibility, although he/she may provide oversight and regular work direction to other workers.

**Work Environment**

The incumbent will work at a desk in an office environment. Travel and evening and weekend work will be required. There are minimal requirements to lift or move equipment.

*This description is intended to provide an overview of the responsibilities of the position. It is not all-inclusive and an incumbent in the position will be expected to perform other duties as required. The responsibilities may change over time. This description is provided for informational purposes only and does not form the basis of a contract.*

Received by: \_\_\_\_\_  
Employee Name/Signature

Date: \_\_\_\_\_