



Membership Manager

(Regular Full Time, Exempt, 40-hour workweek)

It is the mission of PATH International, a 501 (c) (3) organization, to provide equal employment opportunities without regard to race, color, religion, sex, national origin, age, disability, marital status, veteran status, sexual orientation, genetic information, or any other protected characteristic under applicable law.

The Professional Association of Therapeutic Horsemanship International promotes safety and optimal outcomes in equine-assisted activities and therapies for individuals with special needs.

Job Description

The Membership Manager is responsible for the management of membership programs, projects and initiatives that support membership recruitment, retention, benefit packages and member satisfaction. This position supervises all membership (representatives and coordinators). The position is directly supervised by the Director of Membership and Operations.

General Duties

- Manage all processes, policies, procedures, and materials associated with PATH International's Membership programs and assist with updates as needed
- Assists in the development of and ongoing support of an individual member recruitment, acquisition and retention program
- Assists in the development of and ongoing support of a center member recruitment, acquisition and retention program
- Coordinates the PR and marketing of membership with the Director of Marketing, Director of Membership and Operations and Communications Coordinator

- Provide support for Membership Outreach Committee including, calls, in-person meetings, outreach allocation oversight, and direct MOC with membership programs related to recruitment, acquisition and retention
- Management of higher-level ongoing member related projects
 - e.g., customer service and membership surveys, fact sheets, longevity program, etc.
- Development of new projects and benefits
 - e.g., benefit assessment, marketing tool kits, etc.

Membership Programs

- Working with Director of Membership and Operations, identify and assist in implementation of programs that will enhance member benefits including:
- Member research to better understand needs PATH Intl. can meet for enhanced membership value
- Ongoing support of the PATH Intl. awards and scholarship programs
- Working with the Director of Membership and Operations, assist in the development and ongoing support of new member programs that will promote engagement with the association
- Promote the value of PATH Intl. membership to individual, professional and center members

Management Duties

- Direct customer service area to ensure quality service to customers and members according to established standards
- Manage annual budgets for the Membership Department
- Working with Director of Membership and Operations, coordinate projects in the member services area.
- Oversee projects, day-to-day functions, and tasks within the member services team
- Coordinate projects with other departments that utilize the member services team
- Assist in maintaining and developing member services training manuals, standard responses, and training programs
- Provides support to the Grievance Review Panel and Director of Membership and Operations
- Supervises membership representatives including, performance reviews, approving time-off requests, performance issues, etc.
- Working with the Director of Membership and Operations, assists with setting departmental priorities and implementing those within the department

Other:

- Support the Director of Membership and Operations in strategic initiative projects
- Expedite customer and member requests as directed.

Scope of Responsibility:

- Demonstrates strong leadership skills including the ability to guide a volunteer team.
- Good listening and redirection skills as well as excellent time management and organizational skills.
- Knows departmental goals, standards, policies, and procedures which include familiarity with other departments within the association.
- Is sensitive to the interrelationship of both people and functions between the departments.
- Can answer a broad scope of questions on association topics both on the social networking site and via phone and email.
- Demonstrates creativity and innovation as it relates to addressing the needs of a membership.

Decision Making:

- Able to work with minimal supervision and in a team setting.
- Able to assess workflows to organize and prioritize work.
- Analyzes work as necessary and processes appropriately and efficiently.
- Makes decisions directly related to Community Connections, Higher Education membership and other membership initiatives and thus the candidate must be able to demonstrate sound decision making and leadership skills as well as a clear understanding of the direction of the association.

Working Relationship & Habits:

- Must work in a professional and respectful manner with all levels of team members, other associates, customers, members, application candidates and committee members.
- Must demonstrate accuracy in all communications and data entry and possess good organizational skills.
- Must maintain good attendance and follow policies and procedures.

Communication:

- Requires excellent oral and written communication skills including a strong understanding of email, telephone, and social networking site etiquette.
- Must communicate in a professional and respectful manner with fellow associates, volunteer leaders, and members.
- Ability to create professional business letters, memos, and another communique.

Education & Experience:

- College degree or four years equivalent related experience required.
- A working knowledge of the field of equine-assisted services is helpful but not required.

Technical Experience:

- Experience in Microsoft Office required as well as familiarity with relational databases and social networking concepts and functions.

This position can be done in office or remotely if applicant is approved for remote work. And requires the incumbent to perform normal activities including, but not limited to sitting or standing for long periods, filing, retrieval, lifting (up to 25 lbs.) and operating office equipment. The use of a computer is required daily. May occasionally require working extra hours and some weekends.

The physical and mental requirements outlined in this job description describe the demands according to how the job is typically performed. This description, however, is not intended to prescribe or restrict the methods which may be used to meet the essential functions of the position. Any applicant or employee may request reasonable accommodation in the way that the essential functions are performed by contacting Human Resources.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Job Details:

Job Location: Westminster, CO

Employment Status: Regular Full Time, Exempt, 40-hour workweek

Salary Range: \$54,000-\$57,000 per year

Benefits Include: Health insurance, paid holidays and vacation, Simple IRA with a company match