

PPAI JOB DESCRIPTION

Revised: 11/23/2021

Association Sales Membership Manager

The **Membership Manager** supervises daily operations for a not for profit association in the promotional products industry and is responsible for a small operation supporting approximately 15,000 association member companies. The association serves a \$23 billion-dollar industry.

The Membership Manager requires excellent call center management experience and must be an organized, reliable and results-driven professional. They must have a practical mind to solve problems with an ability to see the “big picture” to make necessary improvements to technology, business processes, and personnel. As a Membership Manager, they must also have excellent sales, customer service and communication skills in support of the association members and staff.

Reporting Structure

Title of Reporting Manager: Director, Membership Services
Department: Membership Services

Job Status

FLSA Status (Exempt / Non-Exempt): Exempt
Compensation (Hourly / Salary): Salary
Job Status (Full-Time /Part-Time /Temp): Full-Time
Daily Schedule (Start time Flexible / Not Flexible): Flexible
Work Location: Position must work from HQ location: Yes

Job Discretion

How many people does this position supervise: 4+
Does this position have disciplinary responsibilities: Yes
Does this position have hiring / termination responsibilities: Yes
Does this position have evaluation responsibilities: Yes

Essential Functions and Primary Duties

- Manage the member database, including all aspects of member record maintenance
- Collaboratively develop marketing campaigns to drive the association’s recruiting and retention efforts
- Manage the membership recruiting efforts by supporting various tradeshow logistics and traveling to events, as needed
- Develop objectives for the call center’s day-to-day activities

- Conduct effective resource planning to maximize the productivity of resources (people, technology etc.)
- Collect and analyze call-center statistics (sales, customer service metrics, staffing requirements, etc.)
- Responsibility for budgeting and tracking expenses
- Hire, coach and provide training to personnel to maintain high customer service standards
- Monitor and improve the member application process, telephone handling and other procedures
- Evaluate performance with key metrics (accuracy, call-waiting time, etc.)
- Prepare reports for different departments or upper management

Secondary Responsibilities

- Understand larger, complex issues and trends, facing the business.
- Understand and support initiatives and develop quality standards to ensure association initiatives are communicated properly to members.
- Attract, select and develop the highest caliber of talent available and appropriate to the position.

Association Wide Responsibilities & Values (expectations of everyone)

- Provide honest and ongoing communication as needed to support success throughout the organization
- Meet established deadlines for all projects, reports and communications for all audiences both internally and externally.
- Provide high-quality products, reports, communications and projects for all audiences internally and externally.
- Be fair, consistent, responsive and supportive of leaders, staff, board members, members and vendors
- Help PPAI to continually seek improvement. Be prepared to personally manage changes taking place within PPAI and the industry.
- Be empowered, accountable and responsible for your career success, actions, influence and impact to the organization.
- Foster cultural values, mission and overall organizational guidelines of PPAI.

Education Requirements

School/Certification Authority	Degree/ Certification	Major/ Minor
College: Preferred	BA / BS	Marketing, Business Management

Experience Requirements

Type of Work	Years of experience	Depth of Experience
Sales Management	5+ Years	Moderate
Project Management	5+ Years	Moderate
Process Implementation	5+ Years	Moderate

Knowledge, Skills and Abilities

KSA's	Years of experience	Depth of KSA's
Goal & results oriented	5+ Years	High
Strong organizational skills	5+ Years	High
Strong analytical skills	5+ Years	High
Excellent leadership skills	5+ Years	High
Sales	5+ Years	High
Relationship building	5+ Years	High

Physical Requirements

- *Sitting: Up to 8 hours per day in office / 0% at shows
- *Standing: Minimum 4 hours (tradeshow related) / 100% on show
- *Lifting: 25 pounds (tradeshow related)
- *Pushing/Pulling: 25 pounds (tradeshow related)
- *Bending/Stooping: 25 pounds (tradeshow related)
- *Extended work hours, extended weeks (endurance requirement): yes
Some weekends (tradeshow related) yes

Work Environment

*Office environment:	Yes
*Trade show floor or event venues: (tradeshows)	Travel multiple days per trip, up to 20%
*Temperature controlled environment:	Yes
* Travel: Must be able to travel:	Yes, see above