

**Title:** Membership Manager  
**Reports to:** Director of Membership and Society Relations  
**Status:** Exempt, Full-time  
**Revision:** March 2024

### Summary

The Society for Vascular Surgery seeks a member-focused individual to serve as the first level of support for all Society membership department inquiries and related projects. This position will develop, manage, and report all aspects of membership.

### What you bring to the job

- Three or more years of membership/marketing experience in a membership-based organization or similar field (previous medical association experience preferred)
- Four-year college degree from an accredited institution required
- Outstanding customer service skills
- Strong detail-orientation and accuracy essential
- Flexible with the ability to work on a wide variety of tasks independently and in a team structure
- Ability to effectively balance multiple projects and set priorities under deadline pressure while working collaboratively with internal staff and external members
- Strong organizational skills, creative thinking, and problem-solving skills required
- Experienced with association management software and/or extensive database maintenance
- Highly motivated, results-oriented, and able to prioritize efforts to use limited resources efficiently
- Demonstrated skills to apply effective oral, electronic, and written communication methods with colleagues and volunteers
- Ability to work effectively with all multi-disciplinary team members, both internal and external
- Proficiency in Microsoft Office, specifically in Outlook, Word, PowerPoint, and Excel required; ability to learn new technology as required

### What you own

#### Member Communications

- Manage all aspects of new member onboarding campaigns; develop and manage follow up schedule to members who have been approved and not yet paid first dues
- Develop and manage all recruitment and retention efforts, developing new, consistent communications to early active members. Continued targeting of lapsed members and nonmember product purchasers and event registrants.
- As the primary liaison, manage all membership service inquiries while providing an exceptional level of customer service; establish and model service guidelines for staff acting as secondary liaisons

#### Meetings

- Provide support to Meetings and IT teams in implementing registration categories, creating test records, and set-up in correspondence with existing membership types.
- Provide support for SVS Vascular Annual Meeting; in collaboration with Education team, plan International Sessions at the VAM, serve as on-site staff person for all International Sessions; Lead SVS Booth design, development and pre-VAM preparation for staff working in the booth; manage SVS Women's Section activities at VAM

#### Membership and Database Management/Technical Support



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- Manage and implement the processing and tracking of society membership applications in accordance with established guidelines; provide guidance and oversight for staff assisting with application process and maintenance of online applications.
- Manage database needs for all Section and Dual memberships (SVN and APDVS), including the set-up of new sections, maintenance of membership rosters, and reporting.
- Manage and proactively ensure data integrity and regularly update member records and maintain section memberships, create and maintain distribution lists for marketing automation system and provide member access for the online community, SVSConnect.
- Collaborate with Marketing & Communications and IT on Higher Logic integration issues, including the creation of new communities in SVSConnect and distribution lists for the marketing automation system.
- Support IT in reporting issues and bugs with the AA Platform, creating tickets with the platform, and resolving issues, and the integration of SSO enabled platforms.

### Revenue and Budgeting

- Manage and oversee annual renewal dues billing and collection campaigns for all member categories with the Membership Specialist; manage membership renewals/dues invoicing process in the database with the Membership Specialist; coordinate and send subsequent communications regarding dues to members; Run rollover process for APDVS programs and assist in APDVS program roster updates
- Develop, manage, and track dues revenue projections for annual budgeting process in financial platforms; provide monthly forecasting updates; develop and manage journal publication expenses in platforms

### Research and Reporting

- Regularly run and create society member reports for internal and external audiences, including segmenting data by specific data fields and providing analysis/overview of member data.
- Manage mail list purchase protocol
- Maintain society subscription lists and ensure accurate delivery of society publication benefits; in collaboration with JVS and Accounting, provide member counts for subscription budgeting; troubleshoot member access issues to the online journal websites.
- Assist in member research projects including annual membership census and work to develop, analyze, and report demographic information; Develop reports for VAM, Executive Board Retreat, etc.; Manage member feedback surveys for Higher Logic Community and Student/Resident segment

### Committee and Section Support

- Independently support the Membership Committee, International Relations Committee (IRC), Women's Section with agenda development, meeting scheduling and minutes documentation; assist with implementation of projects and programs of work.
- Support the International Relations Committee with International Scholars Program, International Mentoring Program, International Chapters, and other IRC programs and projects.
- Facilitate the Membership Committee's review of Membership Applications and coordinate committee member outreach and membership recruitment efforts.
- Support the development, launch and activities of the SVS Women's Section, including VAM sessions, long-term goals, and other projects.
- May support other Sections as they are formed.

### **Your commitment**

- **Respect:** We will treat each other with politeness, courtesy, and kindness and will operate under the 'treat others who you would want to be treated' mantra. We will encourage each other to share their ideas and opinions in an open environment.



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- **Communication:** Communication should flow not only from the top down but also from the bottom up and side-to-side. With the goal of transparency, we all are responsible for sharing updates which impact the organization's ability to service its members on all levels.
- **Collaboration and teamwork:** We are One. We embrace collaboration and teamwork, where employees will actively listen to each other's ideas and analyze opportunities with a view of reaching solutions.
- **Positive and fun work environment:** We are Fun. We strive to create an optimal work environment that encourages positivity and camaraderie and celebrate successes. We approach situations assuming good intent.
- **Trust:** We are most effective when we leverage the resources and talent within the organization, relying on each other to perform their job to the best of their abilities. We empower and trust each other to make sound decisions. We value each individual, and leverage their talents, skills, and contributions to the organization. We do what we say.
- **Passion:** We are fully committed to serving the needs of our employees, members and constituents through our words and actions. We deliver on our mission in all we do.
- **Introspection:** Staff will seek continuous self-improvement through self-awareness, self-assessment, and professional development.

### Physical Requirements & Environment

Typical home office setting with routine sitting and occasional standing. Routine use of basic office equipment and computer. Some travel is required for this position. Occasional evening and/or weekend work is required based on business needs.

### Our commitment

SVS offers a comprehensive and competitive recognition and reward program. We believe in professional staff development. We know that our investment in employee growth provides even greater potential for them to contribute to our organization, each other, and the community at large.

### About the Society for Vascular Surgery

The Society for Vascular Surgery advances the care and knowledge of vascular disease, which affects the veins and arteries of the body, to improve lives everywhere. It counts more than 6,400 medical professionals worldwide as members, including surgeons, physicians, and nurses. For more information about vascular health and the society, please visit [www.vascular.org](http://www.vascular.org).

The Society for Vascular Surgery is an Equal Opportunity Employer.