



## PPAI JOB DESCRIPTION

**Job Title: Member Engagement Manager**

### Brief Summary of Position

The Member Engagement Manager is responsible for developing and delivering relevant and meaningful member experiences. In this role, the manager will work to ensure all Association committees and action groups have the opportunity to participate in rewarding volunteer experiences. In addition, this manager will oversee the recognition and the celebration of the Association’s highly-regarded awards and recognition programs. The Member Engagement Manager will also play a pivotal role in managing the governance of the Association to ensure all bylaws and policies and procedures reflect association best practices.

### Reporting Structure

Reports To	Title	Department
Anne Stone	Director, Public Affairs	Public Affairs

### Job Status

FSLA Status (E/ NE)	Exempt
SOC Code	
Job Status (FT/PT/Temp)	FT
Daily Schedule (Flex N-Flex)	Flex

### Essential Functions and Key Responsibilities:

1. Enhance and improve volunteer structure to deliver rewarding experiences to both volunteers and staff liaisons.
2. Implement volunteer engagement best practices that reflect the most rewarding and effective volunteer engagement models.
3. Codify and standardize supporting documentation for all volunteer groups.
4. Execute meaningful volunteer and member events that deliver both professional development and networking opportunities.
5. Regularly assess the engagement of all volunteer groups to ensure consistency from one committee to the next. Willingness to reassess and reimagine low performing groups.
6. Supervise the volunteer programs coordinator.
7. Oversee Association governance documents including bylaws and policies and procedures.
8. Manage the Board election process.
9. Direct the highly-regarded awards and recognition program. Manage the recognition and celebration of PPAI Pyramid awards as well as the people-specific awards (i.e. Hall of Fame, et. al.).

**Association Wide Responsibilities & Values:** (expectations of everyone)

1. Provide honest and ongoing communication as needed to support success throughout the organization
2. Meet established deadlines for all projects, reports and communications for all audiences both internally and externally.
3. Provide high-quality products, reports, communications and projects for all audiences internally and externally.
4. Be fair, consistent and supportive of leaders, staff, board members and vendors
5. Help PPAI to continually seek improvement. Be prepared to personally manage changes taking place within PPAI and the industry.
6. Be empowered, accountable and responsible for your career success, actions, influence and impact upon the organization as a whole

**Non-Essential Functions or Responsibilities:**

1. Serve as Staff Liaison to a committee

**Education Requirements for Enter Position**

School/Certification Authority	Degree/Certification	Major/ Minor
University/ College Required	Bachelors	Immaterial with sufficient work experience
ASAE	CAE	Preferred
Graduate Degree	MBA/ MS	Desirable

**Experience Requirements**

Type of Work	Years of experience	Depth of Experience	Other Details
Marketing or Membership	8	Significant	Working knowledge of marketing to public, and effects of promotions to members at large. Strategic thinking
Association management	8	Significant	Understand and develop programs to influence membership in the nonprofit association, strategic planning, knowledge of people, programs and effects

**Knowledge, Skills and Abilities**

KSA's	Years of experience	Depth of KSA's	Other Details
Effective staff management	8	Multiple employee types managed	Significant experience with interviewing, evaluating and

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			hiring/firing best practices
Excellent communication skills	8	Published articles, organization-wide writing experience	Flawless grammar and style, presentation skills, development capabilities
Volunteer management	8	Board and committee levels	Develop programs, manage volunteers, influence participation
Event Planning	8	Experience planning and executing live member events	Develop programs, manage logistics, write scripts, manage budgets, keen attention to detail.
Analysis skills	8	Ability to conceive and execute useful analysis of systems, budgets, research	Understand what is needed and provide the leadership to gain vital details through analysis and data gathering
General business management	8	Understanding of employee law	Code of ethics, business law, reading of charter and by laws.

**Physical Requirements:**

- \*Sitting: 8 hour/ day in office/ 0% at show
- \*Standing: minimal in office/ 100% at show
- \*Lifting up to 50 pounds (luggage and gear for travel)
- \*Pushing/Pulling: up to 50 pounds as needed
- \*Bending/Stooping: in frequent
- \*Extended work hours, extended weeks (endurance requirement): must be able to travel for up to two weeks with accoutrements: yes

**Work Environment:**

- \*Office environment: Yes
- \*Trade show floor or event venues: Yes
- \*Temperature controlled: Not always – many tradeshow are not temp controlled during set up and tear down, must be prepared for hot or cold situations during these times.



**Professional Development Plan**

**Manager, Volunteer Engagement**

**Training/Development/Education Requirement(s)**

<b>Title</b>	<b>Key KSA's covered</b>	<b>Expected Completion</b>
Strategic Planning	Thinking ahead, vision	Within one year
Public Speaking	Providing clear and specific information to the public	Within one year
Meeting Facilitation	Coordinate and manage meetings to successful conclusion	Within one year
Persuasive writing and presentation skills	Able to communicate clearly	Within one year
Association Law	Core documents, conflict of interest, financial and fiduciary duties	Within one year

**Succession Plan Options  
(Potential next steps from this position)**

<b>Job Title</b>	<b>Department</b>	<b>Experience in current Job</b>	<b>Skills, Education, Abilities, Knowledge needed</b>
Senior Manager, Volunteer Engagement	Public Affairs	5 years	See above