



AIGA Minnesota

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AIGA Minnesota Job Description Director (or Co-Directors) of Operations

Purpose of Position

The purpose of the Director (or Co-Directors) of Operations is to oversee and improve systems and processes in support of AIGA Minnesota's programming needs.

General Responsibilities

1. Develop and oversee resources to execute AIGA Minnesota's registration and survey needs through electronic systems and applicable website(s).
2. Make strategic decisions and recommendations to ensure registration needs are in the best interest of the Chapter, its membership and aligned with Chapter goals.
3. Ensure operational support is provided to Chapter committees and directors of programming in terms of event registration needs, reporting, surveys, and data archiving.
4. Serve as liaison with AIGA national chief operating officer and related support team
5. Responsibilities for registration needs including:
 - a. PRE-EVENT: Collaborate with Programming Council (ProCo) to determine registration needs such as pricing and registration structure; work closely with event committee and communications to lead the set-up and testing of registration pages to ensure a positive member experience.
 - b. ACTIVE REGISTRATION: Ensure systems are open/activated in a timely manner; regularly communicate with the event committee, respective director of programming, treasurer and bookkeeper on matters related to registration to ensure needs are met and data is accurate; assist with special registration needs such as member inquiries, group registrations, refunds, etc.; generate and deliver reports on a regular basis; close registration systems and modify all applicable websites; trouble-shoot systems and communicate with AIGA COO as needed.
 - c. POST-EVENT: Generate attendee lists as well as any other applicable reports and provide to event committee and respective director(s); work closely with bookkeeper to ensure payments have been received and refunds issued as needed; work with ProCo to archive necessary registration data and to generate and deliver a post-event attendee survey.
6. Collaborate closely with Director of Communications and Director of Interactive Management to develop and oversee resources to ensure relevant tasks are executed in a timely manner.
7. Participate in AIGA national discussion group (or network) as it relates to the development and improvement of registration systems
8. Attend Programming Council (ProCo) meetings every other month

Required Areas of Expertise and Work Experience (required)

1. Minimum 5 years experience in professional practice in operations, design or related/affiliated field
2. Previous team or committee experience (in any capacity); must be a team player and self-starter



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Critical Knowledge and/or Skills (preferred)

1. Previous experience leading/working with volunteers
2. Previous AIGA committee experience
3. Good communication and analytical skills

Teams & Resources

1. Programming Council/Directors of Programming & committee chairs
2. Vice President
3. AIGA National
4. Director of Interactive Management
5. Director of Communications
6. Non-AIGA resources

Powers, Nomination and Term

1. **POWERS:** Voting member of the AIGA Minnesota board of directors. Co-Directors of Operations (2) are voting members of the AIGA Minnesota board of directors, having one shared vote.
2. **NOMINATION:** Nominated by any AIGA Minnesota member or self-nominated for consideration by the AIGA Minnesota nominating committee; appointed to the slate by the nominating committee; ratified to serve on the board by majority vote of the membership.
3. **TERM:** Two years, with option to reapply for second and third term. Not to exceed maximum of six consecutive years of (voting) Chapter board service.