



## Manager of Chapter Relations

**Reports To** Director, Chapter Relations

**FLSA** Exempt - Full Time

**City/State** Nashville, TN

**Description** **GENERAL DESCRIPTION OF POSITION**

The Manager of Chapter Relations will combine management skills, passionate energy, tenacious attention to detail, determination, and creativity for professional association chapter and membership growth, retention, satisfaction and educational meetings. To facilitate these goals, he or she will:

- Influence and assist with chapter leadership development, support and succession planning
- Develop, implement and manage strategies for long term chapter success (i.e. growth, engagement and positively affecting members' professional practice)
- Collaborate with Meeting and Event Management and assist in delivering conferences of the highest standard that meet educational, budgetary, timeline and attendance goals
- Assist in managing content and speaker selection and onsite conference implementation
- Be available to travel 20-30% time annually including weekends

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Serve as the main point of contact and resource for professional association chapter Boards
- Ensure compliance monitoring for chapter policy and regulatory requirements
- Collaborate with Boards to facilitate professional association chapter development, membership engagement, retention and growth
- Guide Board Leadership to strategically monitor chapter performance/dashboards, provide tools and strategies to achieve outcomes
- Provide support, training and guidance to promote effective chapter conference calls, meetings and communication
- Develop strategic dates, content and experience for professional association chapter conferences/meetings adhering to a standardized conference planning timeline and collaborate with Meeting/Event Management for successful execution
- Guide boards in conference date and site selection, content management and speaker selection. Provide hand-off communication with Meeting and Event staff to facilitate optimal conference event planning



## **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Influence and assist Board members to develop chapter member succession planning strategies, actively identify members with leadership potential and ensure they are nominated for committees and board positions and conduct elections in accordance with established policies
- Meet or exceed performance standards and goals related to: Board and member satisfaction, conference budgets, attendance goals and chapter membership goals for retention and growth
- Provide on-site support and leadership for conferences, meetings and events. Collaborate with other internal and external departments to ensure successful conferences and events
- Collaborate with Marketing for brochure development and conference promotion strategy
- Collaborate with Marketing and monitor chapter webpage for accuracy, promotion and opportunities for improvement as well as influence board assigned webmasters to update and leverage their chapter webpage
- Collaborate with Communications to leverage social media engaging assigned chapter board leadership or member
- Develop/Manage other chapter initiatives as needed

## **Requirements**

### **EDUCATION AND EXPERIENCE**

- Bachelor's degree from an accredited university
- 3 years' experience with association meeting management, chapter relations, account management or business unit management
- Excellent verbal, written, and interpersonal communication skills
- Demonstrated project management & creative problem-solving skills with an ability to manage multiple priorities and deadlines at one time
- Exceptional organizational, detail orientation, and follow up skills
- Ability and flexibility to manage multiple priorities and deadlines at one time
- Ability to work effectively as a member of a team and establish and nurture cooperative working relationships with diverse groups



#### **COMMUNICATION CRITICAL THINKING SKILLS**

- Ability to read, analyze, and understand general business/company related articles and professional journals;
- Ability to communicate effectively with customers and employees
- Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists
- Ability to interpret a variety of instructions furnished in written, oral, or diagram formats

#### **SOFTWARE SKILLS REQUIRED**

- Proficient: Microsoft Word, Excel, and Outlook
- Intermediate: Contact Management, Database
- Intermediate: Presentation/PowerPoint

#### **CERTIFICATES, LICENSES, REGISTRATIONS**

- CMP / CAE not required, but a plus

#### **EXPECTED TRAVEL**

- 20-30%