

## **Member Services Manager**

Hybrid Work Environment

Ready to enhance our organization's membership experience? Read on!

The New Jersey division of Harborside has a need for a full-time Member Services Manager to support our valued client partner, the Advanced Practitioner Society for Hematology and Oncology. This role will manage all aspects of marketing/communications, including branding, membership engagement, renewal, and recruitment material. This position requires a responsible individual who is a motivated self-starter and who thrives in a busy and diverse role. Excellent opportunity for growth in a dynamic and engaging work environment.

**Reporting Structure:** Works directly with Executive Director

**Job Classification:** Exempt

### **Do the following responsibilities intrigue you?**

- Develop and manage the society's membership initiatives, including marketing, new member recruitment, retention efforts and member benefits
- Implement and manage delivery of membership onboarding and engagement initiatives
- Become an expert-level user and maintenance of association management system/website (YourMembership), membership community and mentorship programs (Higher Logic), including troubleshooting and triage of technical issues to vendors
- Manage implementation of a new LMS (Elevate) into the current AMS/Community platform
- Manage social media accounts through content aggregation appropriate to the society's audience
- Develop regular reports on membership metrics
- Development of member communications and management of distribution to the membership
- Liaise with society's board of directors and provide staff leadership to committees
- Complete other duties, special projects, and requests as assigned by the Executive Director

### **Requirements for this position:**

- Bachelor's degree and 3-5 years relevant experience, CAE a plus
- Experience with association management systems and/or community platforms including Your Membership and Higher Logic
- Experience with medical or health care associations a plus
- Excellent computer skills with advanced knowledge of MS Office Suite and Google applications
- High-level written and verbal communication skills to be able to interact with internal and external stakeholders
- Social media experience
- Strong project management skills
- Ability to provide professional customer service with superior interpersonal skills

- Superior organization and time management skills, especially within an ever-changing environment
- Excels in a team-based, collaborative environment working to advance the society's vision, mission, values and goals
- Positive attitude and enthusiasm for the society's mission
- Willingness/ability to travel; mild travel periods, including weekends

**Our ideal candidates will have:**

- Calm and friendly demeanor especially while managing tight timelines
- Sensitivity to stakeholder needs
- Individual initiative, as well as the ability to assume responsibility, exercise sound judgment, and work under pressure without close oversight
- Commitment to professional growth and organizational excellence

Salary is commensurate with experience. A full benefits package is provided. When responding to this opportunity, please include a cover letter including why you believe you are the best candidate for this position as well as your salary expectations.

**About Harborside**

Harborside is a medical media company whose products, partnerships, and solutions have made it a destination that has earned the trust of clinicians, professional societies, and health care marketers. The company is a multi-channel leader in oncology information that professionals turn to for accurate content, news, and education. Harborside directs the sales efforts for three of the top 10 publications in oncology, the largest media market in health care. Beginning in 2022, Harborside will begin applying this same expertise in the dental space, representing the industry-leading portfolio of the American Dental Association. Working once again with the top brands in the market, Harborside will leverage the leading society's peer-reviewed journal and clinical newspaper together as an attractive multi-channel offering that delivers the right audience to its customers.

Harborside is an equal opportunity employer (EEO) that provides equal opportunities to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state, or local law. In addition, Harborside will provide reasonable accommodations for qualified individuals with disabilities.