# CMSS Position Description

Title: **Member Engagement Manager**

FLSA Classification: Full-time; Exempt

Supervisor: Chief Operating Officer

Location: Washington, DC/VA/MD Area (Hybrid)

The Council of Medical Specialty Societies (CMSS) is a coalition of more than 50 specialty societies representing more than 800,000 physicians across the house of medicine. CMSS advances the expertise and collective voice of specialty societies and the patients they serve to drive meaningful change in the future of healthcare.

The Member Engagement Manager serves as the primary liaison with current and prospective member organizations and oversees all Professional Peer Groups (PPGs). CMSS's over 20 PPGs allow for peers across specialty societies in similar functions to collaborate, share best practices, discuss challenges, and engage in collective problem-solving. The Manager oversees these groups and guides the implementation of CMSS' membership and engagement strategy. This individual plays a critical role in enhancing the member experience and ensures CMSS continues to deliver value to each member.

**Responsibilities include:**

**Professional Peer Groups**

- Serve as the primary liaison and point of contact for all Professional Peer Groups (PPGs) and volunteer leaders
- Responsible for fostering engagement, connection, and professional growth within the PPGs
- Oversees succession planning and onboarding for new volunteer leaders
- Supports PPGs in identifying topics of interest and setting discussion agendas
- Facilitates collaborative discussions on topics of mutual interest with related groups as appropriate (other PPGs, CEO Council, Board of Directors, etc.)
- Conducts annual review of PPG discussion topics and priority areas; maintains and shares highlights with other areas of the organization as appropriate
- Ensures member organizations are well-represented within PPGs and PPG leadership
- Responds to the day-to-day needs of PPG leaders and members
- Conducts periodic review of all PPGs and consults with leadership to ensure offerings meet evolving member needs (may include kickstarting or sunsetting groups)

**Membership**

- Primary liaison with current and prospective members on membership matters, including staff engagement in PPGs and annual dues

    - Facilitates member communications and supports implementation of the organization's communication strategy.
    - Tracks and analyzes member engagement across relevant metrics. Proactively identifies gaps in the data and/or in the engagement activity of members.
    - Provides excellent member and customer service
    - Coordinates annual and periodic updates to optimize member participation in Professional Peer Groups
    - Coordinates annual member dues billing
- Manages CMSS' online member portal, CMSS Connect, and related membership systems.
    - Ensure message forums, community networks, and resource libraries remain current and meet member needs. Trains new members and staff on the platform and serves as point-of-contact for all members needing assistance.
    - Responsible for maintaining high-quality membership data
    - Serves as primary liaison to membership database and online community vendor(s). Recommends and implements process and system improvements as appropriate.
- Guides implementation of the organization's membership strategy
    - Assists leadership in membership retention and recruitment strategies, including horizon scanning, thoughtful and timely outreach to prospects, and articulating the member value proposition
    - Serves as primary liaison to the Membership Committee
    - Responds to potential member inquiries
    - Oversees membership application, review, and onboarding process
- Supports other membership programs as directed (such as the CMSS Annual Meeting).
- Maintains an active role on the Operations team to ensure CMSS's organizational and administrative needs are met.

**Desired Qualifications:**

- Bachelor's degree or higher
- At least three (3) years of relevant work experience. Prior work in medical specialty societies or in association member services strongly preferred
- Exceptional interpersonal, written, and oral communication skills and be customer-service oriented
- Proficient in Microsoft Office and experienced with Association Management (AMS) and online community software
- Highly organized, efficient, and detail-oriented
- Proven ability to work collaboratively and effectively in a dynamic, fast-paced, cross-functional matrix environment with staff and consultants
- Ability to manage multiple projects and priorities, to work independently and in teams, proactively and directed
- Flexibility to adapt to changing priorities and needs of the organization
- Ability to interact effectively with a variety of people and work well on a team

**Physical/Work Environment:** This position is hybrid in Washington, DC/VA/MD area. No lifting over 20 pounds, minimal reaching bending and stooping. Performs work in a virtual office environment with long hours in front of the computer.

**Other Necessary Requirements:** Periodic travel (quarterly) for activities such as out-of-town project meetings is required.

*CMSS is committed to a diverse and inclusive workplace. CMSS is an equal opportunity employer and does not discriminate on the basis of race, national origin, gender, gender identity, sexual orientation, protected veteran status, disability, age, or other legally protected status.*

**Applications**

Contact Julia Peterson, CMSS COO at jpeterson@cmss.org or apply on LinkedIn