



## CMSS Position Description

Title:	<b>Operations Manager</b>
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 Operations Manager plays a pivotal role in ensuring the smooth and efficient day-to-day operations of CMSS. This strategic position demands a highly organized, detail-oriented individual with exceptional communication, project management, and administrative skills. As a key contributor to the Operations team, you will collaborate closely with all CMSS team members, leaders, and member societies to advance our mission.

### **Responsibilities:**

#### **Communications:**

- Manages content development for the CMSS website, CMSS Connection e-newsletter, and social media platforms
- Facilitates member communications and supports implementation of the organization's communication strategy
- Collaborates with member societies to ensure consistent and effective communication across programs

#### **Meetings, Events, and Education:**

- Collaborates with members of the Meetings and Operations teams to plan and execute CMSS meetings, events, and webinars, ensuring logistical success and member satisfaction
- Serves as primary liaison to the Annual Meeting Program Committee and oversees the proposal submission and review process
- Develops and ensures team adherence to event production timelines
- Supports the organization in enhancing its educational offerings, including becoming a CAE accredited provider and enhancing the CMSS Learning Center

#### **Membership:**

- Provides outstanding member and customer service
- Supports CMSS's Professional Peer Groups (PPGs) members and volunteer leaders in fostering engagement, connection, and professional growth



- Maintains high-quality member data
- Supports annual member dues billing

**Finance & Administration:**

- Assists with budget preparation, monitoring, invoicing, and expense reporting
- Manages hybrid office operations and maintains efficient and effective systems to support a hybrid team
- Provides administrative support to the COO
- Coordinates monthly meeting agendas, materials development, and distribution to the CMSS Board and Executive Committee
- Provides administrative and project management support to CMSS committees, task forces, or additional programs, as directed

**Qualifications:**

- Bachelor's degree required
- Minimum 3 years of experience in non-profit or association management, experience with medical specialty societies preferred
- Proven track record of success in project management, budgeting, and financial reporting
- Exceptional interpersonal, written, and oral communication skills with the ability to tailor communication to various audiences
- Proficient in Microsoft Office and experienced with key association systems such as association management (AMS), online community software, content management (CMS), learning management (LMS), and email marketing systems
- Experienced in meeting, event, and/or conference planning and execution for in-person, hybrid, and virtual audiences
- 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. Average two days in-office per week (Washington, DC – Downtown).

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](mailto:jpeterson@cmss.org).