JOB DESCRIPTION

Position Title: Member and Volunteer Relations Manager
Department: Member and Volunteer Services
FLSA Status: Exempt
Reports to: Director of Member and Volunteer Services
Last Reviewed: July 2023
Supervises: Volunteer Services Coordinator

BASIC FUNCTION

The Member and Volunteer Relations Manager is the dedicated staff resource to oversee state chapters and local chapter operations. The manager works closely with volunteer leaders to develop positive relations between the national organization and these three ADCES component groups: state-level Coordinating Bodies (CB), Local Networking Groups (LNG), and Communities of Interest (COI). Responsibilities include overseeing a chapter program that meets member needs, creating resources to assist volunteers in managing their chapters, developing and managing an annual leadership training program and activities at the national annual meeting, and managing the flow of communication among leaders, members, and the national organization. Manager also serves as staff liaison to Member Affiliate Council and is responsible for the management of the Diabetes Educator of the Year program. Supervises Volunteer Services Coordinator.

ESSENTIAL DUTIES AND RESPONSIBILITIES

**Strategic Operations (60%)**
- Work with Coordinating Body and Local Network Group volunteer leaders to develop and promote programming that meets the needs of members and non-member prospects.
- Grow, strengthen, and engage coordinating bodies by providing guidance on CB operations.
- Regularly assess effectiveness of volunteer operations. Set goals for operations and programs and measure progress against goals.
- Manage budgets for Coordinating Bodies and Local Network Groups. Work with the Accounting team to issue regular financial reports and review and code expense reports with accuracy.
- In collaboration with Meetings team, assist leaders with regional event registration and meeting logistics.
- Work alongside Director of Member and Volunteer Services, create annual recommendations to improve the member experience. Establish reports for staff teams, including education, on programming offered at state and local levels and the leadership pipeline.
Assist in planning and executing strategies that align with ADCES goals and provide a consistent member experience across all CBs.

Work with volunteer leaders to develop and strengthen Coordinating Bodies and Local Networking Groups, by providing resources that will help them be more effective.

Ensure that Volunteer Services Coordinator is responding effectively to ADCES CONNECT volunteer administrator inquiries. Serve as back-up when necessary.

Cross train with the Online Community Program Manager to understand the community platform used for Coordinating Bodies, Local Networking Groups, and Communities of Interest.

**Leadership Training and Management (25%)**
- Manage quarterly leader conference calls and briefings for ADCES CONNECT, and Member Affiliate Council (MAC) Co-facilitator calls.
- Work with Director to develop and manage the annual leadership training program.

**Administration 15%**
- Serve as the staff liaison to annual Diabetes Educator of the Year program.
- Other projects and duties as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Must possess excellent communication and interpersonal skills, with an understanding of how to work with volunteers effectively.
- High degree of technology proficiency. ADCES utilizes Office 365, Sharepoint, and NetForum, among other platforms in day-to-day work.
- Team orientation is essential, with ability to collaborate with colleagues at all levels.
- Must be a critical thinker and possess analytical skills.
- Commitment to continuous improvement.

**EXPERIENCE/EDUCATION**

- Baccalaureate degree in relevant field preferred.
- Minimum of 3-5 years of previous experience working with members. Previous supervisor experience required.
- Experience with budget management, financial reporting and expense coding required.
- Prior experience with online community platforms preferred; familiarity with Socious or Higher Logic a plus.

**PHYSICAL DEMANDS**

Nature of work requires an ability to operate standard business office equipment. Requires ability to communicate and exchange information, collect, compile and prepare work documents, set-up and maintain work files. Availability for limited overnight travel is necessary.

**WORKING CONDITIONS**

Majority of work performed in a general office environment where a hybrid work schedule with minimum of 2 days in office is observed. Position requires availability for extended hours, plus non-traditional hours required to perform job duties. Also requires occasional participation and attendance at organization sponsored events and meetings across the country.