



Position Description

Position: Manager of Membership and SLDO Programs

Department: Membership

Reports to: Senior Director, Membership

ABOUT DRI

DRI is the leading organization of defense attorneys and in-house counsel. Membership in DRI provides access to resources and tools for attorneys who strive to provide high-quality, balanced, and excellent service to their clients and corporations. DRI is host to 29 substantive law committees whose focus is to develop ongoing and critical dialogue about areas of practice. DRI provides access to resources and tools to grow your practice, attend renowned CLE seminars, conferences and webcasts, network with 16,000+ like-minded defense practitioners and more.

POSITION SUMMARY

The Manager of Membership and SLDO Programs is charged with supporting the development of the organization's membership strategy leading to increased member engagement and revenue growth. The individual will collaborate with membership, marketing and other related areas to ensure successful fulfillment of our membership plans. The individual also serves as the staff liaison for all SLDO programs and operations. The position reports to the Senior Director, Membership.

KEY RESPONSIBILITIES

This position supervises the Membership Engagement Coordinator, directs their work, maintains management of their performance while serving as a mentor, aiding in their professional development. Key duties and responsibilities include, but are not limited to:

Membership Acquisition, Engagement & Retention

- Ensure timely, accurate creation and implementation of the membership development and engagement strategies for all segments of membership, including our new Enterprise Membership offering
- Ensure timely, accurate implementation of welcome and renewal emails and mailings
- Continually seek new and innovative ways to deliver an excellent membership experience through improved processes and procedures, and tracking campaign effectiveness
- Support data initiatives including research/updating of member contact information
- Develop accurate and timely reports on all membership retention and recruitment activities, including monthly membership reports and advocate reports as requested.
- Support organizational initiatives working closely with all internal departments and numerous volunteers, including Regional Directors, the DRI Membership Committee and State Reps
- Serve as a membership expert, providing support on key membership resources like the DRI Lawyers Membership App and the DRI Dividends Program
- Assist with planning and execution of membership activities for DRI Seminars, and the DRI Annual Meeting (including the Annual Meeting First Timers Program)
- Maintain the Membership Inbox, and ensure adequate back-up phone coverage is in place for answering member calls to customer service



SLDO Management

- Along with the Senior Director, Membership, serve as staff liaison for all SLDO programs and operations, serving as primary staff contact on SLDO and regional related matters
- Support planning efforts and support logistics for monthly regional calls, serving as a staff representative at regional meetings and assist the Regional Director onsite
- Provide administrative support of SLDO activities, including maintaining relevant SLDO information, Annual Meeting/EPA Awards, SLDO program calendars, and ensuring SLDO rosters are up to date and nomination/election requirements are met
- Support SLDO & Executive Director programs at the DRI Annual Meeting

QUALIFICATIONS

- Excellent verbal and written communication skills
- Excellent organizational skills and attention to detail
- Ability to work in a fast-paced environment and multi-task
- Ability to act with integrity, professionalism, and confidentiality
- Ability to work independently and as a team
- Strong knowledge of Microsoft office suite including – Excel, Word, and PowerPoint
- Proficiency with or the ability to quickly learn the AMS/CMS database (*iMIS experience a plus*)
- Bachelor's degree in Marketing, Business, Communications or related area
- 3 to 5 years experience developing/managing successful membership or marketing programs
- Experience establishing effective relationships with volunteer leaders
- Ability to travel up to 10%, including evening, and weekend meetings

WORKING CONDITIONS

- This position works 35 hours per week Monday through Friday around core business hours
- Prolonged periods of sitting at a desk and working on a computer
- Must be able to lift 15 pounds at times

EQUAL OPPORTUNITY EMPLOYER

DRI provides equal employment opportunity without regard to race, color, creed, gender and gender identity or expression, age, mental or physical disability, medical condition, including pregnancy and childbirth, religion, national origin, marital status, sexual orientation, ancestry, genetic information, political belief or activity, veteran or military discharge status, or any other basis protected by local, state, or federal law and regulations under Title VII. The policy applies to all employment practices, including but not limited to recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation, benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

BENEFITS

- Life Insurance
- Medical Insurance: PPO/HRA, Prescription Drug Program, HMO, and Prescription Drug Copay
- Dental & Vision Insurance
- Short-Term and Long-Term Disability
- Employee Assistance Program
- Up to 10 vacation days per year, which accrue monthly
- Up to 12 sick days per year, which accrue monthly
- Up to two personal days per year
- 401k w/ Employer Match