



Manager, Education & Member Services

LeadingAge Virginia

Status: Full-Time, Exempt
Reports to: Director, Member Services & Operations
Location: Richmond, VA

Come join an awesome team!

[LeadingAge Virginia](#) is a 501(c)(6) association focused on education, advocacy, community building, stewardship, not-for-profit leadership, and expanding the world of possibilities for aging in Virginia. Our members and partners include not-for-profit organizations representing the entire field of aging services and continuum of care, state and business partners, consumer groups, foundations, and research partners. We are a state partner affiliated with [LeadingAge](#).

This is a great opportunity for someone who enjoys a creative, innovative, and fast-paced work environment; is able to manage multiple projects and priorities simultaneously; welcomes the opportunity to learn and grow; and who has a great sense of humor and passion to bring to the team.

Position Summary: The Manager, Education & Member Services is responsible for providing exceptional support to association members, Board Members, national and state partners, and the general public; managing all aspects of the development and implementation of professional education programs; providing substantive logistical support for the association's Annual Conference & Expo and Leadership Retreats; and supporting all aspects of the association's member services functions, including membership database management, membership dues invoicing and processing, accounts receivables, and supporting the association's efforts to deliver relevant and timely information to our members and others.

Primary Duties and Responsibilities:

Education Program Development

- Work with staff, subject matter experts, and others (members and nonmembers) to develop, plan, and implement professional education programs and distance learning opportunities (including identifying presenters, developing and implementing project plans, coordinating all event logistics, event registration, and on-site support)
- Manage association's year-round education/communications calendar
- Manage all aspects of concurrent educational programming for the Annual Conference & Expo

Member Services

- Deliver excellent, solutions-based customer service to members, prospective members, and others (i.e., new member on-boarding and membership renewals, assisting with access to member benefits, event registrations, etc.) via email, by phone, and/or in person, maintaining high levels of professionalism and confidentiality
- Maintain and reconcile accurate and current membership data in state and national databases

- Coordinate newsletter and other bulk email communications, including tracking key campaign metrics (i.e., open and click-through rates)
- Provide assistance to staff on adding and updating website content, including developing FAQs/training modules for members on maximizing use of the website/database platform
- Support all administrative functions of association management platform (i.e., standard and ad-hoc reporting, accounts receivables, user documentation, user troubleshooting, database updates, etc.)
- Provide on-going logistical and on-site support for both Annual Conference and Leadership Retreats
- Support association's efforts to grow its online presence to engage existing and prospective members, aging services stakeholders, and others
- Provide general office management support

Qualifications and Experience:

- Bachelor's degree preferred
- Very strong customer service focus, including ability to work with the public in a positive and professional manner to cultivate internal and external professional relationships
- Demonstrated ability to communicate clearly and effectively, both orally and in writing
- Must be able to plan, track, prioritize, and manage several projects simultaneously, paying close attention to details and sometimes aggressive deadlines, demonstrating strong organizational skills and the flexibility to adapt to a changing schedule of activities
- Computer proficiency and strong knowledge of Microsoft Office platform (Word, Excel, PowerPoint, and Outlook)
- Ability and willingness to learn new software programs (i.e., association management platform)
- Must demonstrate initiative, positive attitude, and dedication to serving all stakeholders, capable of working independently and as part of a small team
- Creative problem-solver willing to try new ideas and processes
- In-state travel, including periodic overnight stays, based on association needs (may also include attendance at 3 or 4-day national association conference out-of-state)
- Must be available to work some evenings and weekends, as needed, particularly before the Annual Conference & Expo held in late May or early June each year
- Some social media experience (Facebook, Twitter) desired
- Program service and/or educational program development experience preferred
- Customer service/relationship management experience strongly preferred

How to Apply:

Qualified applicants should submit cover letter and resume with salary range requirements by email to Sydney Thomas, Director, Member Services & Operations, at sydney@leadingagevirginia.org. Salary range expectations are required in order to be considered. Please use "Manager, Education & Member Services" in the subject line. No phone calls please.

LeadingAge Virginia offers a competitive salary and benefits package. Relocation is not available.