



DIRECTOR OF MEMBERSHIP PROGRAMS & SERVICES

FLSA: Exempt, Full-Time

SUPERVISOR: Executive Director

SUPERVISORY RESPONSIBILITIES: None at this time

As the leading voice and ally of choral music in the United States, the American Choral Directors Association is dedicated to serving teachers and directors of choral music through education, performance, composition, and advocacy. ACDA is a 63-year-old, \$3MM membership association of over 12,000 choral professionals and industry partners nationwide. ACDA supports the choral profession through programming, festivals, workshops, symposia, choral program exchanges, international efforts, publications, peer networking, professional development, and conferences. Our entire purpose is to serve and support choral teachers and directors of children and youth choirs, community choirs, K-12 choirs, music and worship, and collegiate and professional ensembles. ACDA has made a commitment to access, diversity, equity, and inclusion (ADEI) and considers this work within the choral field to be central to our mission. With chapters in every state in the U.S., over 1 million choral participants are affected by the work of ACDA every year. ACDA has an 11-member, well-respected staff. The organization is located in Oklahoma City, Oklahoma.

POSITION:

Providing strategic direction on all aspects of the ACDA membership experience, the Director of Membership Programs and Services is responsible for the stewardship and development of members and directs ACDA member programs. The Director of Membership Programs and Services is a key staff member and provides a strong foundation of support to state and region level volunteer leadership as they seek to support members and activities within their chapters.

ESSENTIAL FUNCTIONS & DUTIES: Create a meaningful member experience in ACDA through oversight of all membership programming and services by:

1. Leading the administration of all ACDA Membership Services

- Serving as a key member of the Membership Team and advising the Executive Director on all matters related to ACDA membership.
- Monitoring ACDA membership data in all membership categories and reporting that information to the Executive Director and to the full Board of Directors.

- Designing and implementing strategies to support, sustain and grow membership in ACDA.
- Overseeing all membership campaigns to recruit and retain members, in partnership with the Membership Experience Manager and Director of Communications.
- Designing and implementing all membership communications, including those related to acquisitions, onboarding, retention, and reactivation processes.
- Serving as a resource to identify ACDA stories to be shared by Director of Communications
- Employing the organization's AMS system (Fonteva) to its fullest extent in support of members and member activities, including evaluating the system for future upgrades and/or changes and providing ongoing support to ACDA staff and members in the use of the AMS.
- Recording and tracking all state, region, and National leadership information including contact information and terms
- Supporting the implementation of the organization's election cycles using election software
- Building accurate budgets for membership activities and technology and monitor the budgets at least quarterly for effective use of member dollars.

2. Providing organizational development support for ACDA state chapters and chapter leaders, in coordination with Region Presidents and Executive Director

- Developing tools and resources including templates, processes and products, based on the needs of chapters.
- Assisting state chapters in their activities, including governance, public relations, education, programming, and membership development.
- Coordinating quarterly virtual meetings of ACDA chapter leaders.

3. Providing organizational development support for ACDA Student Chapters and chapter leaders, in coordination with National R & R Student Activities Chairs and Executive Director

- Creating new student chapters.
- Stewarding current student chapter student leadership and faculty advisors.
- Supporting the development of programs and activities specifically designed to meet the needs of student members.
- Ensuring a smooth transition from student membership into professional membership with ACDA.

4. Leading the ACDA Membership Programs & Benefits, including:

- Grant Program leadership for the Fund for Tomorrow, including the program design, application and adjudication process, and stewardship of awardees, in partnership with the National Chair for R & R.
- Program leadership for ACDA Mentoring Program-Lodestar, including program design, raising awareness, technical support, monitoring activity.

- Evaluating and developing membership benefits for ACDA members, which could include special partnerships for reduced rates, access to additional resources, and special products and services.

EDUCATION/EXPERIENCE

- Bachelor's degree or equivalent work experience
- 3-5 years' minimum relevant work experience, in the arts, non-profit, education, and/or association fields.

SKILLS & KNOWLEDGE REQUIREMENTS:

- Forecasting membership trends and needs of a membership association
- Ability to manage data and data sets within automated systems, such as association management software
- Excellent planning and project management skills, including the ability to establish priorities and accomplish goals
- Experience in developing and implementing robust access, diversity, equity, inclusion, and belonging programs and initiatives
- Excellent interpersonal communication skills, especially in the management of volunteers
- Ability to analyze and solve problems creatively and strategically
- Polished presentation skills
- Prioritizes a member service culture
- A positive attitude and earnest interest in being part of a service-oriented organization
- A collaborative spirit and the desire to develop strong ties with members, staff, and volunteer leaders.
- Committed to creating and supporting a diverse, equitable, inclusive workplace and organization
- An ability to be flexible and adaptable in an organization that is rapidly changing
- Proficiency in MS office (Word & Excel) and Google (Drive, Calendar, Email) and proven capacity to develop technology skill sets needed to operate virtual email programs and database systems.

PREFERRED SKILLS & KNOWLEDGE:

- A deep appreciation for and/or personal connection to the performing arts, specifically choral or instrumental music.
- Prior experience in a member-focused organization
- Familiarity with AMS-Fonteva and/or Salesforce platform a plus
- Bilingual in English and Spanish a plus

The above is intended to describe the general requirements for the performance of this job and is not to be construed as an exhaustive statement of essential functions, responsibilities, or requirements

POSITION DETAILS:

Work Location: This position has the option to be fully remote. ACDA is located in Oklahoma City, OK and has the ability for a physical office location in OKC, if desired. All of the ACDA staff currently reside in Oklahoma City but opt for remote work the majority of the time.

Work Schedule: The National office operates on central time with core work hours between 9am-5pm central, Monday-Friday. Some evening scheduling is required (scheduled in advance) to accommodate member programming, like webinars. Alternative schedules to be negotiated for team members who do not reside in central time.

Travel: Minimal travel may be requested

PHYSICAL REQUIREMENTS:

Must be able to sit six (6) to eight (8) hours. Must be able to communicate with internal and external stakeholders. While performing the duties of this job, the employee is regularly required to talk and hear. The employee is regularly required to walk, stand, use hands to finger, handle, or feel; and to reach with hands and arms. While performing the duties of this position, the employee is exposed to computer and video monitors, speakers, and multiple interruptions. During conferences, the employee is also exposed to loud noises and crowded locations.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

COMPENSATION AND BENEFITS:

- Salary range is \$50,000-\$65,000
- ACDA offers fully paid medical, dental, vision, and long term disability insurance. Additionally, ACDA makes an employer contribution of 9% into a 403b retirement fund for the employee.

TO APPLY:

Please visit <https://acda.org/about-us/acda-careers> to apply. No phone calls, please. The position will remain open until filled. While flexible for the right candidate, our hope would be that our new team member would be able to join our organization in the early Spring of 2023.

The American Choral Directors Association provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.