Member Experience Manager
Association for Commuter Transportation (ACT)

Background and Description
ACT is the premier Transportation Demand Management (TDM) organization in the United States, focused on improving the lives of commuters and the livability of communities through the advancement of transportation options that improves mobility and benefits the environment. Our 1,100+ members represent major employers, universities, city/state governments, non-profits, service providers, and consultants around the world.

This position will manage, execute, and monitor ACT’s membership engagement and growth. Duties will focus on providing a positive experience for members from the national organization down to the local chapter. The ideal candidate should enjoy connecting with our diverse membership and presenting a positive and energetic front to the organization that enhances member value and supports member participation in volunteer positions; leading to increases in retention and continued membership growth. The candidate should have excellent communications skills and must enjoy working with members across the country and approach the job with enthusiasm, be well organized, and capable of working independently. Innovative thinking and the desire to try new things is encouraged. This position reports to the Executive Director.

Key Responsibilities
- Develop and manage a comprehensive program for membership recruitment and retention to achieve organization’s aggressive membership goals.
- Support and train ACT’s volunteer chapter, council, and committee leaders to increase effectiveness and ensure each are achieving their goals and providing value to the membership
- Build and maintain positive relationships with chapter, council, and committee leaders
- Provide guidance and assistance to leaders to support member recruitment, retention, programming, governance, operations, and training
- Provide support to national Membership Committee
- Develop, coordinate, and review campaigns to attract new members
- Develop and lead onboarding of new members
- Explore, design, and launch new member services and benefits
- Participate in committee, council, and chapter meetings as necessary
- Develop and manage an online membership community
- Survey and analyze findings on the member experience
- Analyze and report on metrics related to membership goals
- Assist with onsite management of ACT’s major events
- Assist with the management of new TDM-CP certification program
- Manage online board/committee member communications platform
- Assist the Executive Director in other duties as assigned

Qualifications
- 3-5 years of relevant work experience
- Desire to grow, be challenged, and think innovatively to achieve results
- Experience working with association management software and online communities a plus
- Excellent written and verbal communication skills
- Values building relationships with members across the country
- Self-motivation and initiative to work independently
- Ability to travel 3-5 times a year
- Ability to lift 25 pounds

Please email your resume and cover letter to info@actweb.org and use subject line: Member Experience Manager.
Applications due by February 21, 2020 and interviews will start during this time. Competitive salary. Benefits for full-time employees include health/dental, paid vacation, sick time, paid holidays, 401k plan, and transportation benefits.