



POSITION DESCRIPTION

Position Title: Manager, Member Communities
Department: People & Strategy
Reports To: Director of Member Communities
Supervises: Non-supervisory role
FLSA Status: Exempt

General Description:

The Manager of Member Communities manages the day-to-day activities for AASLD's Special Interest Groups (SIGs) programs. This position also supports AASLD's global activities including the work of our Global Outreach and Engagement (GOE) Committee, our CONNECT programs and other related projects. The Manager position reports to the Director of Member Communities.

Key Responsibilities:

SIG Management

- Serves as primary staff contact for 16 Special Interest Groups.
- Schedules and supports SIG Steering Committee calls as assigned.
- Assists SIG Steering Committees with developing and implementing activities aligned with AASLD strategic plan and the newly revised SIG policies and procedures.
- Works with Director of Member Communities and SIG leadership to support program content development, events, and related communications.
- Works with SIG Advisory Task Force and Director of Member Communities to develop resources to promote AASLD membership.

Communication

- Answers all email inquiring in a timely manner.
- Develops and transmits SIG events (i.e., webinars, monthly seminars, and others) via the Nimble Database.
- Provides SIG content (if applicable) for the AASLD monthly e-Newsletter.
- Submits marketing support inquiry forms to Marketing Department to request promotion of SIG events.
- Works closely with SIG Steering Committees to promote the LIVER FORUM, by encouraging interaction among members through postings of events, literature, and other communication.
- Monitors SIG-related posts in LIVER FORUM for content and programming purposes.

SIG Steering Committee Calls

- Manages and serves as the staff representative on all SIG Steering Committee calls.
- Administers doodle polls and schedules Zoom calls.

- Works with the SIG chair to develop the meeting agenda and disseminate it to all steering committee members.
- Drafts meeting minutes and distributes to all steering committee members.
- Address all meeting inquiries by using appropriate channels.

Operations & Administrations

- Streamlines and documents processes and procedures for all SIG initiatives and activities.
- Performs annual review of processes and procedures and updates them as deemed appropriate and necessary to ensure perpetual business process efficiencies.
- Monitors and maintains SIG membership in database and prepares regular reports to SIG Chairs with membership data and other requested information (i.e., program submission history).
- Manages and organizes SIG Resource Folders.
- Other duties as assigned by the Director of Member Communities

SIG Nominations & Elections

- Identifies vacant SIG positions for the yearly nomination period.
- Works closely with the Sr. Manager of Governance and Marketing on all logistics for nominations and elections.
- Manages the nomination and election portal with Governance

Education

- Supports content development and organization of SIG-related meetings for sessions at The Liver Meeting® (TLM), and Digestive Disease Week (DDW).
- Serves as a liaison to the Education/Meetings department for all networking session programs at The Liver Meeting (i.e., Meet the Experts, Community Conversations, Committee Meetings), and DDW.
- Coordinates with SIGs to facilitate content for webinars, conference sessions, and/or other educational offerings.

Global

- Participates in monthly GOE meetings with the Director of Member Communities
- Manages key logistics for the Global CONNECT programs which includes:
 - Assisting in the development of the program with the Global Outreach & Engagement (GOE) Committee
 - Sending/tracking speaker invites
 - Collecting speaker biographies/headshots
 - Working with Direct Travel Agency to arrange speaker travel, as required.
 - Managing hotel/travel accommodation for speakers and working with Meetings Team as needed

Education and Experience

- Bachelor's degree in relevant area, or other related field equivalent work experience.
- The job requires 3-6 years of experience in a similar role and relevant subject matter expertise.

- Requires strong knowledge of programmatic, operational, and administrative issues and priorities.
- Experience working with associations or other types of nonprofit organizations is a plus.

Skills Needed in Position

- Strong aptitude with Microsoft Office (advanced skills in Word, Excel, PowerPoint, Adobe, and internet research skills).
- Working knowledge of membership databases, surveys/scheduling polls.
- Communication skills: Skill in clearly and effectively communicating ideas verbally and in writing, including the ability to edit the writing of others. Commitment to keeping stakeholders informed.
- Strategic thinking and problem-solving skills: skill in anticipating future consequences and trends, making decisions congruent with the organization's strategic direction, mission, and goals, and developing new approaches to solve problems or improve processes.
- Planning and organizing skills: skill in determining priorities, developing plans to assure the achievement of objectives, and allocating time and resources effectively and ability to motivate others related to timelines. Must be able to work in a fast-paced multi-tasked environment.
- Interpersonal skills and emotional intelligence: Skill in building and maintaining effective interpersonal and team relationships with a diverse network of colleagues inside and outside the organization, and with other relevant individuals with whom the organization works (committee leadership, members, other organizations, vendors, etc.)

The above statements are intended to describe the general nature and level of work being performed by most people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and requirements. Duties and responsibilities may be changed or expanded at any time to accommodate the needs of the People & Strategy Department.