



Director of Programs and Member Services Job Description

Exempt: Yes
Status: Full-Time
Reports To: Executive Director

POSITION SUMMARY

Responsible for development and oversight of programs and services for association members. Assists in identifying funding opportunities and drafting funding proposals to support member benefits. Provides project management and oversight for planning, execution, and follow-up for conferences and special events. Provides or oversees administrative functions to support MALPH operations and the Board of Directors. Facilitates frequent communication between MALPH membership, state agencies (e.g. MDHHS, MDARD, EGLE), and partner organizations, Serves as back-up for Executive Director in his/her absence.

DUTIES AND RESPONSIBILITIES

- Assists in evaluating the feasibility of introducing, modifying, or discontinuing programs, products and services.
- Assists in the development and implementation of effective communication strategies to strengthen the MALPH brand and message.
- Researches and deploys new technology to ensure efficient and timely communication to members and partners, including social media, virtual meeting, and survey software.
- Creates training materials for new member orientation.
- Defines objectives for meetings and events in alignment with organizational goals and stakeholder needs.
- Oversees all aspects of annual conference planning, including compiling estimated cost models, preparation of final budget, tracking of revenue and expenses, and preparing management reports.
- Evaluates, negotiates with, and manages relationships with vendors providing training services, meeting accommodations and MALPH operational support (IT/computer, accounting, audio/visual, printing).
- Responds to member and partner inquiries and prepares related communications.
- Coordinates the dissemination of information to and between Board of Directors, Forums, State Partners, Legislative Bodies, Executive Director, and staff.
- Performs or oversees, when applicable, administrative duties and event

planning activities as described below.

Administrative duties (performed directly or overseen, when applicable):

- Maintains directory and related participant information for Board of Directors, Forums, and other pertinent groups connected to the work of MALPH.
- Plans, schedules, manages, and follows up on all meetings of the Board of Directors, Executive Committee, and MALPH Forums.
- Prepares meeting materials including Board minutes.
- Serves as administrative lead or support for assigned committees.
- Processes incoming and outgoing mail. Maintains working files and records.
- Tracks and reports on accounts receivables, payables, and processes payroll.
- Coordinates materials for the election and appointment process.

Event Planning duties (performed directly or overseen, when applicable):

- Serves as liaison between vendors, organization staff, and planning committee in arranging the annual multi-track conference.
- Arranges meeting schedule, registration processes, pre- and post-conference events, materials, venues, and required services.
- Coordinates hotel registration and payment procedures, promotional advertising and mailings, and corporate sponsorship activities.
- Provides project management, marketing, and logistical oversight for special events.
- Represent MALPH when working with partners to create training or events.
- Trains and supervises volunteers and interns to support MALPH operations and events.
- Performs other duties as assigned.

EDUCATION AND EXPERIENCE

Bachelor's degree in a related field such as business, health education, or communication and 3-5 years of related experience including experience with planning and organizing events; or equivalent combination of education and experience. Master's degree preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

- Ability to successfully work independently and in a team environment.
- Ability to plan and manage multiple projects simultaneously.
- Proficient in Outlook, Word, Excel, Access, and PowerPoint
- Ability to develop and maintain collaborative relationships with multiple parties.
- Knowledge/experience with Survey Monkey or survey software.
- Strong written and verbal communication skills.
- Possess excellent organizational and time management skills.
- Ability to balance multiple priorities.
- Strong interpersonal and relationship management skills

- Ability to operate computer terminal, copier, fax, and other office equipment essential to the position.
- Ability to successfully recruit and manage volunteers.
- Knowledge of project management principles and processes.
- Basic knowledge of website design helpful.
- Knowledge of public health helpful.

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