Job Posting for a Manager of Membership and Chapter Services  
Sigma Xi, The Scientific Research Society

**Job Title:** Manager of Membership and Chapter Services

**Reports to:** Director of Membership, Chapters and Programs

**Sigma Xi** is seeking a charismatic Manager of Membership and Chapter Services at the Society’s headquarters in the Research Triangle Park area, North Carolina. Sigma Xi, The Scientific Research Society is an international, multidisciplinary organization with more than 100,000 elected members and 500 local chapters. Membership in Sigma Xi is by invitation or nomination and is based on research achievements and potential. Sigma Xi’s mission is to enhance the health of the research enterprise, to foster integrity in science and engineering, and to promote the public understanding of science, all for the purpose of improving the human condition.

**Position Summary:**

The Manager of Membership will work closely with the Director of Membership, Chapters and Programs to develop and execute strategies to grow the society and strengthen relationships with current and prospective members. The Manager of Membership and Chapter Services will manage the day to day operations of the Membership and Chapter Services team, and maintain the standards for Sigma Xi membership. The ideal candidate will have a positive attitude and put a creative spin on recruiting and retaining members. S/he will spearhead efforts to strengthen, revitalize chapters, and recognize the successes of outstanding chapters and officers.

This position requires strong communication skills enabling natural and easy connections with members and chapter leaders. The goal is to create service programs that provide value to our members. The methods include spotting and interpreting trends, conducting focused research, interpreting and using professional marketing and survey information. Sigma Xi’s program development is heavily dependent on targeted promotional campaigns, dues notices and reminders, service programs, and products.

Finally, the successful candidate will supervise a staff of three: the Chapter Services and Affiliates Coordinator, the Membership Coordinator and the Member Services Associate. Any requests from members concerning records, dues, membership supplies, new initiate
certificate orders for Chapters, or any other general membership information is handled by this department.

**Major Duties**

- Design, plan, and implement membership promotion campaigns and materials including dues renewals, printed materials, telemarketing, and correspondence.
- Interact regularly with chapter officers on matters relating to good standing, submission of chapter annual reports, and designation of delegates to the annual meeting.
- Communicate day-to-day with chapter officers by telephone, e-mail, and mail.
- Administer correspondence related to establishing, merging, changing names of, revitalizing and revoking chapters.
- Identify and analyze membership trends, prepare forecasts, and recommend steps for retention and expansion of membership.
- Publish periodic reports on membership status and membership development.
- Develop and administer processes for reviewing nominations for members-at-large and chapters (as needed), and for retaining active members.
- Ensure that Sigma Xi staff maintains membership records in sufficient detail to support communications and research efforts, including the preparation and production of all membership forms, applications, statistics, reports, certificates, etc.
- Use the membership records to follow up on students and other members that change institutions and members-at-large, encouraging them to maintain their membership in Sigma Xi.
- Create the source material for publications and brochures to be used for internal and/or external communications to Sigma Xi membership and chapters and for recruiting new members.
- Develop and manage a suite of member benefits programs.
- Manage the development and expansion of the Affiliate Circle.
- Supervise the Membership and Chapter Services Department staff.

**Qualifications**

- Bachelor’s degree or equivalent experience in an appropriate field, including experience with membership management in scientific societies.
- Minimum 3 years of experience working with members of a professional membership association.
- Documented success in management of membership programs in an individual membership association.
- Knowledge of and previous experience with word processing, database management and spreadsheets.
- Ability to work in a dynamic, fast-paced environment
- Ability to collaborate and work as a team member
• Skill/Expertise in the use of Social Media
• Exceptional customer service skills
• Ability to exercise discretion, judgment and tact
• Analytical, organizational and problem solving skills
• Excellent written and verbal communication skills
• Demonstrated ability to prioritize work tasks and to make discretionary judgments
• Available for some travel

Sigma Xi offers competitive salaries, attractive benefits and a collegial work environment.

Please send resume and cover letter indicating salary requirements to:

Jasmine Shah
Director of Finance and Administration
Sigma Xi, The Scientific Research Society

Post Office Box 13975
Research Triangle Park, NC 27709-3975
Email: hrdept@sigmaxi.org.

Deadline for resumes is April 11, 2016

*Sigma Xi is an Equal Opportunity Employer.*