DIRECTOR OF MEMBERSHIP AND CHAPTER SERVICES

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

POSITION SUMMARY

The Director of Membership and Chapter Services plays a key role in growing and strengthening Sigma Xi's community of scientists and engineers and achieving the Society's revenue goals. Working closely with the Executive Director, Director of Programs, and the Development Team, the director supervises membership team operations, designs initiatives for member engagement, develops membership retention and growth strategies, and manages an international network of research-based chapters, in alignment with Sigma Xi's Strategic Plan and goals. The director also oversees organizational membership marketing and outreach efforts. This position involves about 10-15% travel.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develop customized, data-driven, and member-centered strategies to enhance member engagement, strengthen chapters, and expand and diversify membership
- Design and implement an annual membership development and marketing plan that identifies key membership target groups, engagement strategies, and performance metrics regarding member initiation and retention
- Collaborate with key Sigma Xi staff to create and distribute membership marketing materials including direct mail/email/social media outreach, membership content for Sigma Xi's website, and promotional products.
- Develop and manage the annual department operational budget
- Support chapter officers and provide resources to ensure vitality and sustainability of Sigma Xi chapters and member-at-large community
- Collect and analyze membership and chapters data; create monthly, quarterly, annual, and as-needed reports to inform the Society's leadership
- Implement changes to Sigma Xi's Membership Database that improve membership data collection, tracking, and reporting
- Serve as staff liaison for the Committee on Qualifications and Membership and other relevant committees
- Advance the development of the Society's non-member, affiliate, and student programs

- Collaborate with Sigma Xi staff to manage membership events, such as organizing delegate participation in the Annual Meeting assembly of delegates and chapter development workshops
- Other duties as assigned

SUPERVISORY RESPONSIBILITIES

- Supervise membership and chapter services staff

EXPECTED METRICS

- Meet new member and member retention goals
- Meet chapter reactivation goals

EXPECTED METRICS

- Three to five years of related work experience
- Experience with AMS tools/databases, social media, and email marketing platforms
- Strong customer service and relationship-building orientation
- Excellent writing, editing, and verbal communication skills
- Excellent interpersonal and organizational skills
- Ability to create and manage budgets
- Ability to solve problems creatively, undertake detail-oriented work, and work well as a member of a team
- Ability to handle multiple tasks and deadlines with limited supervision in a fast-paced environment
- Available for some travel

EDUCATION:

- Masters or advanced degree or equivalent experience in Membership Associations, Marketing, Communications, or related area is required. Familiarity with scientific research enterprise preferred.

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

Deadline for resumes is August 31, 2020.

Sigma Xi is an Equal Opportunity Employer.