

MANAGER OF MEMBER SERVICES/DIRECTOR OF COMMUNICATIONS

Position Description: IBA Director of Communications/Office Manager

Illinois Broadcasters Association is looking for a motivated, self-starter who can write, articulate partner and member messaging, coordinate and manage events, and solve problems to help our partners and members reach their business goals. Given our Association membership base is broadcasting, experience in the field of radio and TV broadcasting is an essential ingredient.

The primary role of the position is to ensure messaging is articulated accurately, clearly, and in a timely way through news releases, newsletters, and website postings. Timeliness and the ability to meet project deadlines are key requirements.

A candidate applying for the position should be a skilled writer and speaker, adept in media and public relations, and would ideally have experience in newsletter publishing. The right candidate should be open to developing the position into their own.

The position will require the ability to manage day-to-day communications, including managing writing and newsletter projects, assembling reports, organizing meetings and events, and developing basic materials for meetings and projects.

The position reports directly to the Association President while working from the 2501 Chatham Road, Suite 200, Springfield, IL location. The position requires face-to-face interaction in addition to remote meetings and travel, as needed.

Basic Function: Manage membership activities, and member service programs. Serves as project manager for assigned committee initiatives and programs. Work in collaboration with the Association President, Board of Directors, Committees, and Contractors.

Qualifications:

- Excellent oral, written, interpersonal, and business communication skills.
- Excellent attention to detail.
- Proficient in Microsoft Office Applications
 - Word, Excel, PowerPoint, Outlook
- Proficient in Dropbox and other file-sharing platforms
- Intermediate level proficiency in WordPress website management
- Ability and willingness to learn specialized software
- Working knowledge of Social Media Platforms
 - Facebook
 - Twitter
 - Instagram
- Able to prioritize, develop and implement independent work plans, creatively problem solve, and exercise good judgment.
- Flexibility and ability to adjust activities and priorities and take on new responsibilities.
- Exhibit discreet and impeccable moral and ethical conduct.
- Competent at multi-tasking
- Ability and willingness to assist and collaborate with Association President on projects and initiatives.
- Understanding of the Mac OSX operating system

Preferred Qualifications:

- Bachelor of Arts in Communications/Media
- 1-3 years of Broadcast/Media experience
- Knowledge of digital advertising and placement
- Event planning expertise
- Comfortable speaking in front of people
- Willing and able to represent the association at community and industry events.

Company Benefits:

At the Illinois Broadcasters Association, we strive to create a creative and engaging environment that allows employees to grow with their abilities. The salary for position is negotiable and commensurate with experience.

We offer 2 weeks of paid vacation each year, requested in advance and approved by your supervisor.

Individual health insurance and 401k.

Specific Responsibilities:

- Communication
 - Work with Association President to develop a cohesive communications strategy.
 - Drive a multi-channel communications strategy for regular communication with members and partners.
 - Utilize and further nurture the IBA brand voice and maintain brand integrity across all platforms for our members' and partners' benefit.
 - Assist in the creation of digital, video, audio and print content.
 - Newsletters
 - Draft monthly membership newsletter
 - Draft weekly member services digest newsletter to recap the member services being offered during that period.
 - Draft all event invites and notices.
 - News Releases
 - Draft Association news releases.
 - Member and Partner Content Creation and Promotion
 - Manage and produce monthly member and partner spotlight recognitions.
 - Website Postings
 - Work with the webmaster to publish regular content on the IBA website.
 - Work with the webmaster to publish member and partner job postings.
 - Social Platforms
 - Manage IBA social platform accounts.
 - General Communications
 - Promote and coordinate ABIP Inspections in collaboration with our inspectors.
 - Promote IBA internship program.
 - Promote IBA scholarship program.
 - Promote Member Training programs.
 - Promote IBA's annual conference and other Association events.
- Program/Service Management
 - Manage existing development and production of products and services created for members.
 - Recommend and develop new member programs and services.
 - Assist in negotiating arrangements for adding member programs created by other organizations.

- Responsible for managing PEP/NCSA invoicing and reporting.
 - Assist contracted NCSA Partner
 - Assist in membership growth.
 - Liaison to the President
- Project Management:
 - Event Management
 - Conferences and Tradeshow
 - Hotels/Venue
 - Invoicing
 - Sponsors – manage relationships w/ show related vendors.
 - Writing & revising presenter & technical scripts
 - PPT/Presentations
 - Staff/Committee Members
 - Registration
 - Seating Arrangements
 - Manage promotion of Conferences and Tradeshow
 - Assist with On-Site Registration
 - Assist with all other Convention related activities as required.
 - With exception of RBC Committee, serve as project manager on IBA Committee initiatives.
 - Represent the IBA at industry conferences/events when needed.
 - Coordinate ABIP Inspections in collaboration with our inspectors
- Membership
 - Manage the membership process.
 - Manage the prospect database.
 - Publish annual reports on membership status.
 - Assist in developing and managing membership recruitment efforts including maintenance of standard letters and schedule for follow-up to prospective members.
- Membership Feedback Systems:
 - Assist in developing and managing processes for regularly identifying member needs and incorporating into programs and services.
- Administrative
 - Constant Contact and member database updates
 - Invoices
 - Dues
 - Events and other relevant invoicing
 - Manage the office systems Growth Zone, Sales Training, etc.
 - Collaborate with Association President to manage relationships with vendors.
 - Manage office operations.
 - Attend meetings of the board, committees, committee chairs and planning sessions as required.
 - Board Minutes
 - Manage the IBA website (along with vendor)
 - Job Postings

Internal Relations: Reports to IBA President

External Relations: Board of Directors, Members, Contractors, and Agency(s) selected to assist the association in its programs.