



POSITION: Director, Membership

The Society of Hospital Medicine (SHM) is a national non-profit organization, representing more than 17,000 hospitalists and the patients they serve. Hospital Medicine is the fastest growing medical specialty in modern healthcare, focused on the delivery of comprehensive medical care to hospitalized patients. SHM is dedicated to promoting the highest quality care for all hospitalized patients and overall excellence in the practice of hospital medicine through quality improvement initiatives, diverse education offerings, advocacy and research.

SHM's home office is located in Philadelphia's vibrant Spring Garden neighborhood, just north of Center City, near both parking and public transportation. SHM's culture embraces collaboration, innovation and a strong entrepreneurial spirit. Successful employees are comfortable with rapid change within healthcare, proactively solve problems, enjoy a fast-paced approach and thrive on interacting with diverse teams.

SHM's employees drive strategic growth, program management and customer service across the organization by creating and sustaining innovative, member-centric programs across its key program areas. These including SHM's live and digital educational offerings, practice management initiatives, advocacy efforts and more.

For more information about SHM and hospital medicine, visit www.hospitalmedicine.org.

Description:

The Director, Membership is a key leadership position at SHM with responsibility for leading the Membership Department in strategic oversight of programs, and implementation of initiatives in support of SHM's mission. The Director is responsible for innovative and strategic thinking about SHM's membership priorities. The position requires coordination with SHM staff, volunteer physician leadership, and business partners, often under tight deadlines and with multiple projects to balance and to successfully complete. Additionally, the Director provides some human resource management within the Membership Department, including staff development, management of performance reviews, and appropriate staffing of Membership's strategic programs and priorities. The Director also provides leadership across the organization as a member of the Senior Management team, liaison to the Board, and key liaison with SHM physician leadership and external stakeholders.

DUTIES & ESSENTIAL JOB FUNCTIONS

Serve as owner of the Membership Department:

- Chief strategist for the membership function
- Oversee all membership acquisition, engagement and retention efforts, including identifying and expanding existing high-potential membership segments
- Manage the annual function-wide strategic planning process and budget
- Oversee signature membership programs including an expanding US and international chapter program
- Develop non-dues revenue partnerships that increase the value of membership while also contributing to the financial health of SHM
- Lead weekly reviews of key metrics, recommending adjustments to Executive Management
- Oversee staffing of several SHM member committees, task forces and special interest groups to ensure ongoing progress towards organizational goals



- In collaboration with SHM leaders, committees, and key stakeholders, identify strategic priorities and potential partnerships
- Conduct performance reviews and effectively coach staff through professional development activities and mentoring
- Work in collaboration with the SHM IT department to leverage SHM's Association Management Software (AMS) system
- Provide counsel and represent the department as requested

QUALIFICATIONS

- 7+ years prior work experience (non-profit, a plus);
- Association management experience and Certified Association Executive (CAE) credential a plus
- Proven ability managing staff
- Budget management experience
- Experience working with external vendors and internal stakeholders
- Excellent verbal and written communication skills
- Demonstrated customer service orientation
- Demonstrated ability to manage a project from start to finish
- Excellent problem-solving skills, including the ability to “think outside the box”
- Proficiency with MS Office applications
- Familiarity with databases; AMS systems (Personify360) a plus
- Demonstrated capacity for leadership and ability to enhance staff productivity and encourage stretch performance in alignment with organizational goals
- Significant supervisory experience including developing employees and coaching
- Ability to convey complex ideas
- Experience as a public speaker

Job Type: Full-time

Experience:

- Association experience: 5 years (Preferred)
- Non-Profit: 7 years (Required)

Education:

- Bachelor's (Required)

Location:

- Philadelphia, PA (Preferred)

Work authorization:

- United States (Preferred)