

DIRECTOR OF MEMBERSHIP AND OUTREACH

FUNCTION:

Primarily responsible for membership visits, retention and recruitment. Develop strategies for member relations and services, including special programs to meet member needs. Responsible for assisting in coordinating major agency events, facilitating meetings and workshops, fundraising for special events, working with staff to assist in writing and applying for grants that benefit TMACOG's water quality and transportation mission, and building member participation and involvement in TMACOG's Councils and Committees. Responsible for working with members and staff on local, state, and federal government issues. Responsible for establishing positive relations with community organizations, regional business interests, and the general public. This senior level position requires sound and independent judgement and reports directly to the President.

DUTIES AND RESPONSIBILITIES:

1. Serves as staff liaison to the Membership Committee. Responsible for new member recruitment by identifying and qualifying prospective members. Conducts recruitment calls on prospective members.
2. Responsible for member retention by developing and implementing a program to maximize member satisfaction, including the creation and implementation of new member services. Conducts an exit interview program for non-renewing members.
3. Regularly communicates and stays current with members and those persons and organizations involved with the programs assigned, and of the entire organization.
4. Keep the lines of communication active between staff and elected officials to provide mutual understanding. Create opportunities for staff to present transportation and water quality programs to our members, and make contacts with elected officials and other members who may be interested in serving on TMACOG committees.
5. In coordination with the President, serves as agency liaison to other government agencies, officials, organizations, business interests, and the general public. Represents the agency and participates in regional, state, and national meetings. Responds to requests for specific project or program information.
6. Assists staff in the development, implementation, and facilitation of educational programs, TMACOG Techs, stakeholder meetings, workshops, and task forces for TMACOG members and activities. Assists in organizing and coordinating major events hosted by the agency.
7. Prepares administrative reports, work programs, and legislative agendas in collaboration with regional stakeholders.
8. Prepares and makes presentations on controversial or complex topics to key public officials, public groups, agencies, boards, and other groups.
9. Work with staff to solicit funds to provide financial support to TMACOG events, programs, and activities including donations, contributions, sponsorship of events, programs, and special publications.
10. Attend and participate in both Transportation, and Water Quality Department staff meetings to become familiar with programs and projects to be able to explain them to elected officials, and other TMACOG members.
11. Monitors, reviews, and evaluates impact of emerging state and federal legislation on

- TMACOG activities and members.
12. Perform other duties tasks as assigned.

KNOWLEDGE, SKILLS, ABILITIES, AND PHYSICAL REQUIREMENTS

1. Thorough knowledge of relevant federal and state laws, programs, policies, and guidelines.
2. Thorough knowledge of the organization, functions and problems of state, county, city, township, and village governments.
3. Thorough knowledge of socio-economic conditions of NW Ohio and SE Michigan.
4. Strong organizational, problem solving, and negotiation skills with an ability to prioritize and manage multiple programs, projects and tasks to meet varying deadlines. Ability to define problems, identify key parameters, evaluate options, and draw valid conclusions.
5. Ability to evaluate and refine existing work methods and develop new techniques, concepts, or programs within established limits or policies.
6. Ability to develop and maintain positive, service-focused, and effective relationships with other employees, agency directors and coordinators, business leaders, and community officials.
7. Ability to communicate tactfully and effectively with associates, subordinates, public officials, representatives of other agencies, and members of the general public.
8. Ability to remain calm in stressful situations.
9. Ability to foster teamwork by cooperating with and assisting others, and to place organizational and team goals over personal concerns. Ability to build a constructive team spirit where members are committed to the goals and objectives of the team.
10. Ability to express ideas clearly and concisely, including the ability to present statistical data, facts, and conclusions orally and in written, graphic and electronic form.
11. Skill in the use of office software including word processing, spreadsheet and presentation development (Microsoft products: Word, Excel, and PowerPoint)
12. Work is typically performed indoors in a climate controlled office environment at a desk or table requiring intermittent sitting, standing and stooping; must be able to move or lift objects of no more than 25 lbs.
13. Able to use standard office equipment, read printed materials and a computer screen, hear and talk in person or over the telephone, and drive a motor vehicle to attend meetings.
14. Expect travel to meetings both inside and outside the TMACOG area and attend evening and occasional weekend meetings/functions as needed.

QUALIFICATIONS AND REQUIREMENTS:

Position requires a Bachelor's degree in a relevant field plus four years of experience. A master's degree in a related field is desirable. Preference may be given to applicants with prior experience with a public agency. Applicants must be able to obtain a valid Ohio or Michigan driver's license within three months. A good driving record, proper insurance and successful completion of a comprehensive background check are required prior to official hiring. Must be legally able to work in the U.S.