

Position: Member Development Manager

Level: Manager

Summary: The Member Development Manager is a member of the Member Experience Team. The primary objective of this position is to increase alumnae and collegiate member engagement and satisfaction through designing and implementing Tri Delta programs. This role frequently collaborates with the Program Development Team, Volunteer Engagement Team and others throughout Executive Office to ensure the long-term member development program strategy is implemented as cohesively and excellently as possible. The Member Development Manager is responsible for enhancing the member experience through developing and implementing programs including new member education, BodyImage3D ® and education designed to enhance the upper-class member experience. The Member Development Manager will also collaborate with the Senior Director of Program Development to identify any new initiatives that would be valuable to members.

Qualifications:

- 3-5 years of related experience
- Bachelor's degree from an accredited college or university required; master's degree preferred
- At least 2-3 years of professional staff management experience
- Possesses resource and program development, curriculum writing, research, program implementation, adult learning theory, resource evaluation and training skills
- Demonstrated curriculum writing and development experience
- Ability to model, teach and promote Executive Office employee values

Primary Roles: Subject matter expert in curriculum and program development, program implementation, training, resource evaluation

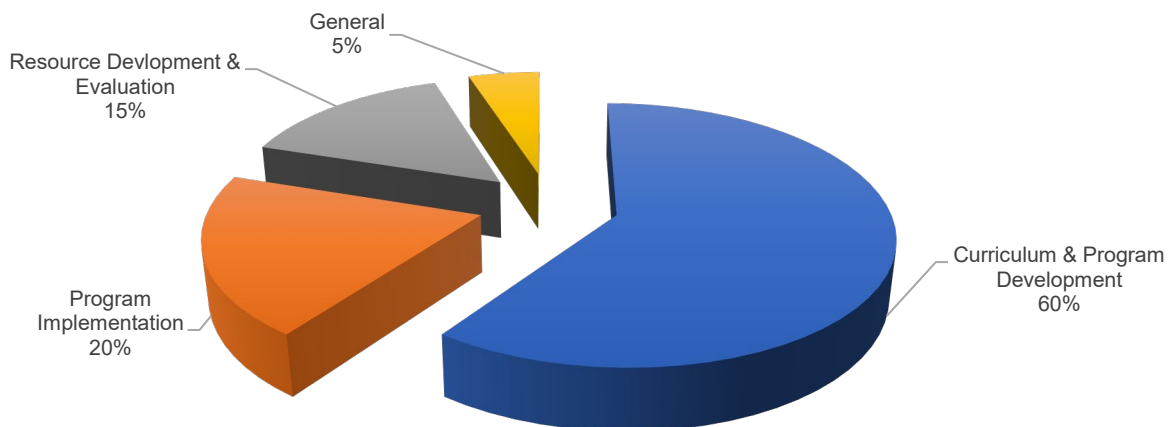
Reports To: Senior Director of Program Development

Supervises: N/A

Travel: Up to 20%

Typical Week: 40 hours

Allocation of Time: Time allocation is based on available time described in typical week



Key Responsibilities: The Member Development Manager will report to the Senior Director of Program Development. This position is primarily responsible for supporting the Member Experience Team and the organization's strategic plan initiatives related to member education by developing, evaluating, promoting and implementing member education by performing the following duties:

- Develop educational curriculum for member development programs including new member education, BodyImage3D ® and Tri Delta's programming for upper-class members.
- Provides support to the Program Development Specialist on the implementation of Tri Delta's member development programs.
- Develop member learning outcomes for all programs that are consistent with Tri Delta's educational framework.
- Design and execute assessment processes for member development programs.
- Evaluate the impact and effectiveness of programs noted and recommend changes as appropriate.
- In collaboration with the Senior Director of Program Development, set direction and focus for content, design, implementation strategies and training related to Tri Delta's member development programs.
- Support Tri Delta's strategic plan initiatives related to member education.
- Study current issues facing collegiate and alumnae women; identify trends, issues and opportunities facing college women and alumnae membership to ensure relevant resource development.
- Provide direction and support of Tri Delta's recruitment, selection and training of BodyImage3D and American Association of University Women (AAUW) facilitators.
- Evaluate the impact and effectiveness of member development programs with respect to Tri Delta's values, strategic plan and educational framework. Recommend changes as appropriate.
- Develop and cultivate relationships with external partners.
- In collaboration with the Senior Director of Program Development, provide insight on strategic program development plans.
- Coordinate education for chapter development consultants (CDCs) and volunteers on implementation of Tri Delta's educational initiatives.
- Receive and act on feedback; focus on self-development to become the best version of yourself.
- Pursue open and consistent communication with Tri Delta Executive Office employees, volunteers and Board members
- Focus, internally at Tri Delta's Executive Office and externally with members and the public at large, on elevating Tri Delta's brand to be a premier women's organization dedicated to helping women live, learn, and lead – with Purpose, for a lifetime.
- Be passionate about serving others (e.g., Tri Delta employees, Board members, collegiate and alumnae members) and helping them become the best versions of themselves.
- Consistently demonstrate bravery, boldness and kindness.
- Develop team goals which ultimately support enterprise goals(s) of member experience, organizational effectiveness, and sisterhood growth.
- Participate in Tri Delta events and pursue external relationships.