



Position Description

Date: February 19, 2026

Position Title: Manager, Membership and Member Services

Reports to: Director, Membership and Engagement

Status: Exempt

Position Summary

The Manager, Membership and Member Services, is responsible for delivering exceptional service to members while supporting membership growth, retention, and engagement strategies. This role serves as the primary point to ensure data integrity, manages key member operations, and works with Director to critically analyzes membership trends to inform strategic decisions. The Manager will lead process improvements, oversee member service standards, and collaborate across departments to deliver a seamless and valuable member experience.

Responsibilities/Duties

Membership Operations & Strategy

- Collaborate with the Director to implement and manage processes for member acquisition, onboarding, renewal, reinstatement, and retention.
 - Partner with the Director to develop and execute annual membership plans and campaigns that support organizational goals.
 - Monitor membership trends, analyze data, and prepare reports to guide strategy and decision-making.
 - Manage membership application processes, including:
 - Verifying state licenses.
 - Confirming fellowship end dates.
 - Updating membership types when joined incorrectly.
 - Process renewal payments and update membership records accordingly (e.g., non-renewing, retired status).
 - Oversight group membership program, including recruitment efforts, website updates, group invoicing, and serving as the primary liaison for group members.
 - Manage ASAM Career Center operations.
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Member Services

- Ensure the delivery of high-quality, timely support to current and prospective members via phone, email, and online platforms.
- Maintain and enforce consistent service standards across the team.
- Resolve complex or escalated member issues with professionalism and efficiency, ensuring appropriate follow-up and documentation.
- Foster a member-centric culture that prioritizes satisfaction, responsiveness, and continuous improvement.
- Provide training and guidance to staff to ensure effective handling of inquiries and support requests.

Database & Technology Management

- Serve as the primary point of contact for AMS-related operations and functionality.
- Collaborate with IT and AMS vendors to troubleshoot issues, implement improvements, and maintain system efficiency.
- Oversee the member portal, ensuring functionality, accessibility, and optimal user experience.
- Maintain the accuracy and integrity of all membership data through ongoing quality control processes.
- Identify and implement opportunities for process automation and efficiency.

Communications & Engagement

- Contribute to the development of member communications, including renewal reminders, onboarding materials, satisfaction surveys, and newsletters.
- Collaborate with Marketing, Events, and other departments to ensure integrated member experiences.
- Maintain membership-related content on the website and in the member portal, ensuring it is current, accurate, and engaging.
- Support and enhance strategies to increase member engagement with benefits, events, programs, and online communities.

Performance Measures

- Year-over-year membership growth and retention rates.
- Member satisfaction and engagement scores.
- Accuracy and integrity of membership data in AMS.
- Resolution time for complex or escalated member issues.

- Timeliness and effectiveness of membership campaigns and communications.
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Required Qualifications

- Three to five years of membership management or member services experience, preferably within an association.
 - Proficiency with Microsoft Office Suite and association management systems (AMS).
 - Experience analyzing data and preparing actionable reports.
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Desired Qualifications

- Experience with medical or professional membership associations preferred.
 - Familiarity with MemberSuite AMS and online career center platforms.
 - Bachelor's degree preferred.
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Skills and Abilities

- Strong leadership and team management skills with the ability to motivate and coach staff.
 - Excellent communication, customer service, and conflict resolution skills.
 - Ability to manage multiple priorities in a fast-paced environment while maintaining attention to detail.
 - Strategic thinker with the ability to translate data insights into actionable plans.
 - Adept at process improvement and change management.
 - Commitment to fostering an inclusive and engaging member experience.
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Salary and Benefits:

Salary: \$65,000-\$68,000 Commensurate with experience.

Benefits: Robust benefits, including 4 weeks (paid) parental leave, family health, vision, and dental benefits, 401(k) plan match. Flexible remote work arrangements available.

To Apply:

Please submit a resume and cover letter explaining your interest in this position and how your skills match the position to the following address:

https://recruiting.myapps.paychex.com/appone/MainInfoReq.asp?R_ID=7067901

ASAM provides equal opportunity to all staff. No person shall be discriminated against because of race, color, religion, sex, national or ethnic origin, age, physical handicaps, marital status, sexual orientation, family responsibilities, political affiliation, or any other category that is protected by federal law or the laws of the Maryland.



ASAM is proud to be honored with the Sloan Award for Excellence in Workplace Effectiveness and Flexibility for its use of flexibility and other aspects of workplace effectiveness as a workplace strategy to increase business and employee success. ASAM was one of eight organizations and the only association to be recognized in the state of Maryland.