



Position: Manager, Member Engagement - South Region

Team: Member Engagement Team

Manager: Director, Membership

Status: Full Time / Exempt (Salary)

Overview:

The main objective of this job is to recruit new members for TCIA and maintain strong relationships with existing and former members. You must actively seek out new members, ensure their satisfaction, and provide continuous support. It's important to keep in contact with all the members in your assigned area all year round so that you can address any needs or concerns they may have.

You will travel to your designated region and visit the members as a job requirement. These visits are essential for building relationships, understanding their operations, and providing on-site assistance when required. Additionally, attending industry tradeshow will be necessary as a representative of TCIA. You will have to engage with industry professionals, promote TCIA's benefits, and generate interest in membership.

The position allows for telecommuting during the week. Still, it requires weekly presence (2 days per week) at TCIA's home office in Manchester, N.H.

Educational Qualifications:

- Bachelor's degree preferred or equivalent experience.
- Minimum of 3+ years of experience in sales.
- Experience working in a non-profit or association is a plus.
- Spanish-speaking applicants are encouraged to apply.

Key attributes required to be successful at TCIA:

- Be of Service
- Be a Team Player
- Be Driven
- Be Adaptable

Job skills needed to complete the job:

- Demonstrated ability to provide exceptional customer service.
- Ability to work efficiently while simultaneously managing multiple projects/tasks/systems.
- Possess excellent verbal and written communication skills that are precise, clear, and brief.
- Aptitude for identifying problems/opportunities, analyzing options, and finding and applying solutions.
- Proficiency in Association Management database systems is a plus.

Essential job responsibilities within your territory:

- Able to travel as required per business demand within your region. The average is 3-5 times a year. (requiring overnight travel).
- Recruit and retain new and former members and maintain consistent contact throughout the year.
- Initiate and maintain an exceptional level of member satisfaction and positive interactions through multi-channel communications (including, but not limited to: telephone, email, company site visits, tradeshow, and virtual meetings).
- Encourage member involvement with existing TCIA programs and services, including products, meetings, safety training materials, and credentialing programs.
- Complete other appropriate assignments made by the Member Engagement Director.
- Meet quarterly and annual metrics defined by business demands within the engagement areas, such as new members, renewals, sales, site visits, workshops, etc.

The job functions listed above represent the primary duties and responsibilities of this job and in no way state or imply that these are the only duties to be performed by you. TCIA is a team-orientated company where our employees are expected to perform any duty required to advance the mission of the association, regardless of whether the duty is listed in any specific job description. Other duties and responsibilities within the scope of this job may be assigned at any time with or without notice. You will be required to follow all instructions and to perform all duties requested by your manager, subject to reasonable accommodations and within the scope of the position.

Physical Demands: Must be able to lift up to 25 pounds without the assistance of another person. Performing physical activities that require considerable (25%+ of the day) use of your arms and legs and moving your whole body, such as bending, lifting, walking, stooping, and handling of materials. Prolonged periods of sitting at a desk and working on a computer. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.