



POSITION ANNOUNCEMENT

Director of Member Services

Exempt

Salary range: \$100,000-\$120,000

The United States and Canadian Academy of Pathology (USCAP), based in Palm Springs, is seeking a Director of Member Services. This position oversees the development, planning, enhancement, and management of USCAP membership activities, providing strategic recruitment, retention, and engagement initiatives; earned revenue enhancement; information management; and evaluation and reporting. The Director of Member Services supervises a staff of two.

About USCAP

USCAP is a dynamic and innovative medical association dedicated to servicing pathologists in the United States and Canada. Pathologists are both medical doctors as well as scientific researchers who study and develop knowledge on all forms of human disease including cancer, infectious and hereditary diseases. USCAP is a thriving non-profit 501(c)(3) association with more than 8000 members that focuses strictly on its educational mandate. USCAP's new and state of the art headquarters and interactive conference center are located in downtown Palm Springs, CA – a beautiful oasis in the warm deserts of Southern California. With less than 20 employees, USCAP is a welcoming place for energetic self-starters who believe in serving the best interests of its members.

ADDITIONAL INFORMATION

The ideal candidate will possess an Associates or BA, and have a minimum of seven years experience in membership development, which must include some supervisory experience. Experience in a nonprofit association is ideal. Experience in a medical society/association environment is a plus, but not required. A CSAE certification is a plus.

In addition, candidates must possess:

- Excellent verbal and written communication skills with an emphasis on accuracy and attention to detail; excellent presentation skills.
- Excellent organization skills and knowledge of data interpretation.
- Demonstrated leadership and supervision skills.
- Demonstrated excellent customer service skills.
- Proficient and knowledgeable with technological tools like Microsoft Office, Adobe Suite, Outlook, and familiarity with membership database systems.
- Ability to prioritize and perform multiple tasks, exercise sound judgment, problem solve, and use discretion and initiative in performing complex work.
- Must excel in a fast-paced, team-oriented environment. This person must have integrity and earn credibility with leaders, members, vendors, and staff.
- Ability to think strategically, independently, proactively, and creatively.
- Demonstrated leadership approach that includes a high level of integrity, mutual respect, accountability, and collaboration.

The chosen candidate will be expected to travel to USCAP meetings and events as needed; be able to work a varied schedule depending on the needs of the organization, and may include occasional evenings, weekends and early mornings.



This is an exempt position. A candidate willing to work in the Palm Springs office is preferred, but a remote position is possible.

Salary Range: \$100,000 - \$120,000 annually commensurate with experience and qualifications. USCAP offers a generous benefits package.

No phone calls. Interested applicants should only send a cover letter and resume by email or mail to:

Melissa Russo
Chief Finance and Administrative Officer
USCAP
201 N. Palm Springs, Suite 301
Palm Springs, CA 92262
or
melissa@uscap.org

No references are required at this stage.

Applicants will be considered on a rolling basis beginning February 14, 2023. The position is open until filled.