



**2017-2018 COMPENSATION & BENEFITS SURVEY
JOB DESCRIPTIONS**

EXECUTIVE POSITIONS

100 CHIEF EXECUTIVE OFFICER / EXECUTIVE DIRECTOR

Serves as the top paid administrative and executive officer of the association staff. Responsible for overall administration and operation of headquarters and field activities.

149 CHIEF FINANCIAL OFFICER

Responsible for the entire range of financial activity for the association including both the treasury and accounting functions. Formulates and recommends policies on banking, receipt and disbursement of funds, extension of credit, fiscal and accounting matters. Directs the development of standard accounting, analysis and reporting procedures, and exercises overall financial control.

158 CHIEF INFORMATION OFFICER

Responsible for the technological direction of an organization. Proposes budgets for programs and projects, purchases and upgrades equipment, supervises computer specialists and IT workers, and presides over IT-related projects.

159 CHIEF LEARNING OFFICER

Responsible for overseeing the organization's corporate learning program. Works to formulate strategies for training, learning & development, and disseminating knowledge and information through technology.

160 CHIEF MARKETING OFFICER

Responsible for overseeing marketing initiatives within an organization. Works to develop areas such as sales management, product development, distribution channel management, marketing communications, including advertising and promotions, pricing, market research, and customer service.

103 CHIEF STAFF ATTORNEY

Serves as the full-time head of the association's legal staff. This position is a staff position, not outside counsel. Handles legal matters pertaining to association activities. Provides legal advice to other association personnel or members on association matters. May engage outside counsel as required. May represent the association in matters of litigation. May appear as a witness before legislative, regulatory, or administrative agencies. However, if this individual spends 75% or more of his/her time on government relations, salary should be reported as Government Relations Director.

102 DEPUTY CHIEF OFFICER

Serves on a full-time basis as the number two person on the association staff. Functions as the assistant to the Chief Paid Executive and acts for the CEO in their absence. May be assigned specific administrative or program responsibilities as well as general responsibilities to assist the Chief Paid Executive in overall administration and operation of association activities. (This position description covers the deputy executive officer, and not the administrative assistant to the Chief Paid Executive.)

ADMINISTRATION / HUMAN RESOURCES POSITIONS

104 ADMINISTRATION DIRECTOR

Directs the internal administrative matters of the association and office management. Responsible for efficient administration of association's headquarters and field offices, including personnel, space, office equipment, facilities, vehicles, and necessary supporting services (e.g., mail, messenger, switchboard, reservations, receptionist, etc.). If the



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position of Controller does not exist, also administers the accounting, payroll, and disbursement functions. Responsible for developing budget of administrative functions and supervision of staff.

105 ADMINISTRATION MANAGER

Manages the internal administrative matters of the association and office management. Responsible for efficient administration of association's headquarters and field offices, including recommendations for personnel, space, office equipment, facilities, vehicles and necessary supporting services (e.g. mail, messenger, switchboard, reservations, receptionist, etc.) Maintains departmental budget and may supervise staff.

202 ASSISTANT, ADMINISTRATIVE I

Perform secretarial duties for a department head of the organization. Compose correspondence from written materials provided. Maintain personal files and department records. Arrange and schedule meetings and appointments. Take, screen and place telephone calls and act as receptionist. Compile standard reports with data that is provided. Duties are considered more routine in nature and require the use of some judgment.

201 ASSISTANT, ADMINISTRATIVE II

Perform secretarial duties for key managerial personnel or function heads of the organization. Type letters, memos, reports and other types of correspondence. Compose correspondence from notes, discussions or independently from knowledge of circumstances. Organize and maintain personal files and records. Arrange and schedule interviews, meetings and appointments. Record and transcribe minutes of meetings. Take, screen and place telephone calls and act as receptionist. Compile and prepare special reports and analyses selecting appropriate data from various sources.

200 ASSISTANT, ADMINISTRATIVE III

Perform secretarial duties for president and/or other key association executives. Type a wide variety of correspondence. Compose correspondence from notes, discussions or independently from knowledge of circumstances and policy. Organize and maintain personal files and records. Arrange and schedule interviews, meetings and appointments. Record and transcribe minutes of meetings. Take, screen and place telephone calls and act as receptionist. Compile and prepare special reports and analyses selecting appropriate data from various sources. May analyze reports or correspondence and provide digest for superior. Duties require extensive knowledge of the company organization, policies and procedures.

109 ASSISTANT, EXECUTIVE

Assists in relieving the President of some personal contacts with Board members, Trustees, member company executives and staff members on matters not requiring executive attention. Provides information regarding association practices, policies and procedures. Coordinates arrangements for Board and committee meetings and special social activities. Reviews incoming correspondence and makes recommendations as to disposition. Independently composes interpretive letters concerning professional and managerial matters. Briefs the President on current internal and external matters requiring executive consideration. Develops special reports for executive analysis and approval. Reviews Board minutes for policy changes and to update policy manual. Makes President's travel arrangements and reservations and maintains appointment calendar, confidential files and records. Assists to update employee handbook and revises and maintains general office procedural manual. May be responsible to direct, hire, train, assign work and appraise performance.

205 CLERK, LEAD MAILROOM

Responsible for supervision of mailroom activities such as regular and special mailings, stuffing envelopes, weighing and packaging, operating postage meter and scheduling job priorities in accordance with standard procedures. Operate



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copying equipment to reproduce large quantities of materials of a wide range. Monitor operation of machines and perform preventive maintenance routines and initiate service calls as required. Unpack and store incoming materials, check for shortages or damage and report unusual conditions. Fill requests for resale literature and ensure that proper billing is made. Prepare reports indicating individual department charges for postage, materials, copying and services. Pick up and deliver mail internally. Update and maintain prospect mailing list and order labels as required. Train operators from various departments in operation of mail and copy room equipment. Responsible to instruct, train check and assign work, answer questions and resolve operating difficulties.

206 CLERK, MAIL

Perform a variety of routine activities in the mailroom. Receive and open incoming mail and sort for distribution. Collect and deliver mail, messages and reports throughout plant and office. Weigh and prepare all outgoing mail and some small parcel post items. Keep records of postage charges and the use and sale of stamps.

106 HUMAN RESOURCES DIRECTOR

Administers the human resources programs for the association's headquarters staff. Maintains current and accurate position descriptions for all association employees; manages the associations' recruiting, selection, and training program; prepares the personnel manual and recommends revisions. Ensures compliance with EEO and affirmative action programs. Develops and administers the compensation program and coordinates the employee performance evaluation process. Promotes employee relations by being accessible for assistance regarding personnel matters as well as consultation on career development and upward mobility. Responsible for developing budget of human resource functions and supervision of staff.

107 HUMAN RESOURCES MANAGER

Administers the human resources programs for the association's headquarters staff. Maintains current and accurate position descriptions for all association employees; manages the associations' recruiting, selection, and training program; prepares the personnel manual and recommends revisions. Ensures compliance with EEO and affirmative action programs. Administers the compensation program and coordinates the employee performance evaluation process. Promotes employee relations by being accessible for assistance regarding personnel matters as well as consultation on career development and upward mobility. Maintains budget of human resource functions and may supervise staff.

108 OFFICE MANAGER

Responsible for general office operations including upkeep of office records and filing system. Direct, instruct and assist general services and clerical staff. Coordinate activities within own department as well as activities with other departments. Maintain flow of work in the department. Coordinate billing and accounts payable activities. Provide and purchase supplies. Maintain supply inventory. Prepare a variety of reports. May supervise clerical staff.

207 OPERATOR, DATA ENTRY

Operate a computer keyboard terminal and scanner to transcribe and input alpha and numeric data from source documents or user departments. Decipher illegible items and code data as required. Verify own work and that of other department operators. Assist in instructing coworkers in routine work assignments.

225 PROJECT MANAGER NEW

Responsible for a specific project or projects within a company. Responsible for planning, budgeting, overseeing and documenting all aspects of the specific project you are working on. Collaborate with necessary departments and



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leadership to ensure that the scope and direction of each project is on schedule. May Maintain project budgets and may supervise staff.

203 RECEPTIONIST (AND TELEPHONE OPERATOR)

Operate multiple line telephone switchboard and act as receptionist. Receive incoming calls, secure identity of caller and connect to proper party. Take and relay messages. Place outgoing calls. Receive visitors. Announce and direct to proper party. Register individual and issue visitor badge. Maintain required records. Perform a wide variety of clerical duties as time permits such as typing, record posting and maintenance.

ADMINISTRATIVE SERVICES

224 FACILITIES MANAGER NEW

Responsible for making sure that buildings and their services meet the needs of the people that work in them. Accountable for services such as cleaning, security and parking, to make sure the surrounding environment is in a suitable condition to work. May also manage any building maintenance with things like heating and air conditioning, to maintain the working environment.

COMMUNICATIONS / PUBLICATIONS POSITIONS

110 COMMUNICATIONS DIRECTOR

Directs all print and media communications activities of the association and may act as marketing director in absence of that position. This includes public relations, media relations, membership communications, and all association publications. Serve as spokesperson for the association second only to the top executive in this role. Responsible for developing budget for all communications functions and supervision of staff.

111 COMMUNICATIONS MANAGER

Manages communications activities of the association and may act as marketing manager in absence of that position. This may include some of the following: public relations, media relations, membership communications, and all association publications. May serve as spokesperson for the association as assigned. Maintains budget for communications functions. May supervise staff.

151 EDITOR

Supervises and coordinates activities of writers engaged in preparing materials and articles for publication. Reads and evaluates material submitted for publication consideration. Maintains workflow to ensure publication deadline met.

147 MEDIA RELATIONS COORDINATOR

Serves as the liaison between the association and the media and members. Serves as one of the association's initial contacts for media inquiries. Promotes public education programs and initiatives to the media. Distributes routine and crisis briefings and news releases. Gather and analyze intelligence about public opinion to help shape their associations' policies and programs

112 PUBLIC RELATIONS DIRECTOR

Directs the association's promotion, publicity, and public relations activities. Provides public relations assistance to members and member committees. Develops cooperative public relations programs with related industries and/or associations. Initiates and administers public relations projects for and/or by the association. Responsible for developing budget for public relations functions and supervision of staff. (Do not confuse with Communications Director, or Marketing Director).



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113 PUBLIC RELATIONS MANAGER

Manages and administers the association's promotion, publicity, and public relations activities. Provides public relations assistance to members and member committees. Develops cooperative public relations programs with related industries and/or associations. Recommends and administers public relations projects for and/or by the association. Maintains budget for public relations department and supervises staff. (Do not confuse with Communications Manager, or Marketing Manager).

150 PUBLISHER

Manages the development, production and scheduling of the association's principle publications. Determines themes and content and assigns to appropriate staff. Maintains production budget and supervises editorial and writing staff.

152 WRITER

Develops, writes and edits material for the association's publications. Conducts interviews and independently researches topic. May select or create photographs, drawings, sketches, diagrams or charts to illustrate material.

EDUCATION/CERTIFICATION POSITIONS

115 ACCREDITATION/CERTIFICATION DIRECTOR

Direct activities for developing, maintaining and promoting the association's programs for accreditation/certification. Develop or lead committee in developing performance, educational and experiential standards to achieve and maintain accreditation/certification. Direct activities to maintain records of individuals or organizations accredited/certified or in process of achieving accreditation/certification. Develop departmental budget and supervise staff.

116 EDUCATION DIRECTOR

Directs, develops and administers all aspects of the member and/or public educational programs of the association. Assists members or member committees in development and execution of their educational programs. Maintains liaison with educational institutions. Obtains services of prominent educators to assist in curricula development or presentation of association educational programs. Responsible for developing budget of education functions and supervision of staff.

117 EDUCATION MANAGER

Develops and administers member and/or public educational programs of the association. Assists members or member committees in development and execution of their educational programs. Maintains liaison with educational institutions. Coordinates with outside educators to assist in curricula development or presentation of association educational programs, as required. Responsible for maintaining budgets of delegated programs and may supervise staff.

221 EDUCATION COORDINATOR

Assists in the development and administration of member and/or public educational programs of the association. Assists members or member committees in development and execution of their educational programs. Manages data and coordinates all projects related to educational programs throughout the year.

222 ACCREDITATION/CERTIFICATION MANAGER NEW

Develops and administers accreditation/certification programs for the association. Assists members or member committees in developing performance, education and experiential standards to achieve and maintain accreditation/certification. Manages records of individuals or organizations accredited/certified on in the process of



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achieving accreditation/certification. Responsible for maintaining budgets of delegated programs and may supervise staff.

223 ACCREDITATION/CERTIFICATION COORDINATOR NEW

Processes and evaluates applications and documentation of individuals or organizations accredited/certified on in the process of achieving accreditation/certification. Processes applications for accreditation/certification renewal requests. Communicates with and provides guidance to applicants.

FINANCE POSITIONS

208 ACCOUNTANT

Compute and prepare reports and analyses as requested by organization personnel. Duties involve variety of accounting functions: Calculating and checking work sheets preparatory to closing general ledger, posting and balancing general ledger when requested and reconciling general ledger accounts. Prepare profit and loss statement and balance sheets and compute required financial statements and statistical reports. Compute, check and file tax returns. Assist in analyzing group insurance reports to determine fluctuations in premium rates and total benefits on claims.

209 BOOKKEEPER

Diversified duties in maintaining accounting records. Post entries from a wide variety of sources in ledgers, journals and cashbooks. Analyze data, crosscheck, make comparisons, balance accounts and take trial balances. Reconcile bank statements, make follow up schedule for notes payable and receivable, bonds, securities and interest. Duties require analysis of facts to determine action to be taken within the limits of standard practice.

211 CLERK, ACCOUNTING

Routine work on simple accounting procedures. Keep accounts payable and draw checks as instructed. Keep files of invoices. May assist with petty cash and in checking and miscellaneous duties. May type balance sheets and other reports and statistical information. May do routine checking of credit references.

210 CLERK, SENIOR ACCOUNTING

Routine work following numerous and varied standardized procedures and accounting practices. Assist with closing of books, taking trial balances, verifying bank accounts and reconciling statements. Summarize and reconcile payroll sheets. Prepare special and regular reports; compute, post or check various items or details from original sources. Post invoice data to sales sheets, petty cash entries. May perform any related clerical work assigned such as routine checking of credit references.

118 CONTROLLER/COMPROLLER

Directs the financial affairs of the association. Prepares and maintains financial statements, records, and reports. Analyzes effectiveness of association systems and procedures. Assists the Finance Committee and Audit Committee in review and analysis of association financial matters. May direct the IS activities of the association.



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FOUNDATION ADMINISTRATION POSITIONS

119 DEVELOPMENT DIRECTOR

Directs all aspects of an association foundation. Develops and administers all fundraising activities and grant programs. Identifies and meets with potential donors to establish relationships. Researches and recommends appropriate programming to Board of Trustees. Responsible for developing budget of foundation and supervision of staff.

120 DEVELOPMENT MANAGER

Manages programming aspects of an association foundation. Administers fundraising activities and grant programs. Identifies potential donors and maintains donor database. May research and recommend appropriate programming to director or top executive. Responsible for maintaining budgets of delegated foundation programs and may supervise staff.

GOVERNMENT RELATIONS POSITIONS

121 GOVERNMENT RELATIONS DIRECTOR

Develops and guides the association's legislative programs. Reviews and keeps informed on state and federal laws and regulations affecting association members and programs. Maintains contacts with legislative and other governmental agencies on matters of association interest. Provides counsel to members on present or pending legislation or regulatory matters.

219 LEGISLATIVE ASSISTANT

Assists in reviewing bills, preparing legislation bulletins, and coordinating legislative programs. May prepare recommendations on issues concerning the organization. May attend congressional and/or state legislative hearings. Reports to the Director of Government Relations.

122 LOBBYIST

Lobby legislators on association positions and prepare policy and bill analyses. Develop and maintain relationships with legislators, regulatory personnel and other lobbyists to assist in developing public policies to support the interests of members. Make presentations to members and outside groups on association positions and legislative issues.

INFORMATION SYSTEMS / OFFICE AUTOMATION POSITIONS

125 DATABASE ADMINISTRATOR

Administer the association's membership and contact databases. Produce and develop reports, mailing lists, and segment data to facilitate targeted mailings, track membership statistics, create lists for distribution and sales. Assist users in utilizing database for searches and other tracking activities. Also responsible for database maintenance activities.

220 HELP DESK SUPPORT

Provides support to end users on a variety of issues. Identifies, researches, and resolves technical problems. Responds to telephone calls, e-mail and personnel requests for technical support. Tracks and monitors the problem to insure a timely resolution. Familiar with a variety of the field's concepts, practices, and procedures. Relies on experience and judgment to plan and accomplish goals. Performs a variety of complicated tasks. May lead and direct the work of others. Typically reports to a supervisor or manager.



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123 INFORMATION SYSTEMS DIRECTOR

Key MIS contact at the association. Plans and administers all aspects of the information systems for the association. Supervises office automation and related services. Researches and contracts with software vendors in program development, maintenance and with service vendors for maintenance of computer hardware. Develops technical specifications for software and maintenance vendors. Responsible for developing budget of IS functions and supervision of staff.

124 INFORMATION SYSTEMS MANAGER

MIS contact at the association. Plans and administers aspects of the information systems for the association. Supervises office automation and related services. Act as liaison for software vendors in program development, maintenance and with service vendors for maintenance of computer hardware. Develops technical specifications for software and maintenance vendors. Maintains budget of IS functions and may supervise staff.

146 NETWORK ADMINISTRATOR

Administers association's LAN/WAN network(s). Plans, implements and supports hardware, software, applications and related services. Provides ongoing technical support to users. Administers security procedures. Provides support to subsidiaries and other departments. Develops and administers appropriate end-user training. Prepares and maintains instructional reference materials and guides. Installs or oversees installation of new or upgrade PC/LAN components. Provides budget for the LAN/WAN operation.

148 NETWORK SYSTEMS ADMINISTRATOR

Analyzes, installs, and expands new and/or existing personal computer based systems. Determines required software and hardware in conjunction with end users. Evaluates and selects suitable software to meet user requirements. Installs new and maintains existing hardware. May develop and maintain telecommunications systems. Trains users in use of equipment and software and support to users.

212 PROGRAMMER

Develop and modify a variety of the computer programs, which are less complex in nature for a small to medium size system to meet the specific needs of association department. May assist in phases of programming projects and modifying purchased software. Analyze requirements for business, statistical, technical, mathematical or scientific problems where standard practices would apply. Write, detail and code program instructions. Prepare flow charts and other documentation. Test and debug programs. Correct program errors. Resolve software and hardware problems for computer operators.

155 SOCIAL MEDIA AND DIGITAL/ONLINE COMMUNICATIONS SPECIALIST

This position is responsible for managing and maintaining all aspects of the organization's online presence. This includes managing the content and design of the organization's website, launching social media sites and being active in those communities, creating and distributing electronic and online newsletters and other member communications. Establishes standards, processes, and guidelines for social media and online communications for staff.



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126 WEB MASTER/INTERNET ADMINISTRATOR

Direct activities for maintaining, modifying and monitoring Internet publications of the association and in-house hardware associated with web presence. Assist with or design association web pages, register links to association page or act as main contact with web presence vendor to facilitate activities. May also launch social media sites and stay active in those communities, creating and distributing electronic and online newsletters and other member communications. Update data on servers to keep documents relevant. Keep abreast of new technology and trends for web presence.

142 WEBSITE ADMINISTRATOR

Coordinate the design and maintain the viability of association Web site. Author and develop web pages and applications for creating and enhancing site. Oversee selection and direct services of Internet vendors. Manage and troubleshoot hardware, software and communications issues relating to maintaining web presence.

MARKETING POSITIONS

143 ADVERTISING SALES REPRESENTATIVE

Promote and sell ad space in association publications or for association events. Develop and maintain accounts through sales calls and relationship development. Advise customers of options and pricing levels. Follow-up on orders to expedite fulfillment and processing. Meet quotas and sales targets.

145 GRAPHIC DESIGN MANAGER

Direct development of original artwork, layouts and designs for association products and documents. Coordinate activities of staff designers and outside vendors to produce artistic productions to camera-ready status or electronic final-draft status.

144 GRAPHIC DESIGNER

Develop original artwork, layouts and designs for association products and documents. Develop and consult on the design of formats and artistic productions to camera-ready status or electronic final-draft status.

127 MARKETING DIRECTOR

Directs, develops and guides the marketing activities of the association. Provides assistance to members and member committees in developing or expanding markets for the industry. Directs marketing research and advertising research programs. Responsible for developing budget of marketing functions and supervision of staff.

128 MARKETING MANAGER

Manages the marketing activities of the association. Provides assistance to members and member committees in developing or expanding markets for the industry. Supervises marketing research and advertising research programs. Maintains budget of marketing function and may supervise staff.



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154 MEMBERSHIP & MARKETING DIRECTOR

Directs and administers the association's membership recruitment and retention programs and marketing activities. Encourages and initiates efforts by members and member committees in establishing standards for membership and bringing new members into the association. Initiates special promotional programs to interest new members and to sell products and services of the association. Responsible for developing budget of member service and marketing functions and supervision of staff.

217 MEMBERSHIP MARKETING REPRESENTATIVE

Coordinate marketing programs as developed by department head to generate member prospects and recruit members. Coordinates mailings and assists with promotional activities of the association. Distribute membership information materials to prospects, keep track of contacts received and provide administrative support.

218 CUSTOMER SERVICE/MEMBERSHIP SALES REPRESENTATIVE

Responsible for providing 360 support to members and customers for their needs including but not limited to membership, orders, registrations and troubleshooting. Receive requests through phone, emails and online chat support. Receive incoming orders of association products and process for billing and fulfillment. Provide information regarding products offered, special offers, member discounts and promotions of the association. Keep track of contacts received in software system or membership database.

153 SALES MANAGER

Manages advertising sales activities. Guide sales representatives in promoting and securing new accounts. Establish sales goals, implement campaigns to secure sales and market potential, review and evaluate quotes and contracts.

156 SALES & SPONSORSHIP DIRECTOR

Responsible for developing new business and selling sponsorships throughout the year. Engages mid-level and senior level executives at leading industry supplier companies. Requires the ability to build relationships with current and prospective sponsors/exhibitors, develop and communicate a compelling value proposition that results in a decision to participate in events and to join if they are not currently members.

MEETING PLANNING POSITIONS

129 CONVENTIONS AND MEETINGS DIRECTOR

Directs the association's conventions and major meeting activities. Selects locations and has full accountability for all vendors and site providers regarding services and costs. Arranges and supervises staff in activities at the meeting site. Responsible for developing budget for all major meeting functions and supervision of staff.

130 CONVENTIONS AND MEETINGS MANAGER

Manages the association's conventions and major meeting activities. Books space, hires and instructs service contractors, arranges and coordinates all activities at the meeting site. Maintains budget for events and may supervise staff in conducting events.



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157 EXHIBITS MANAGER

Manages all aspects of trade shows including sales, exhibitor services, and onsite exhibitor registration and floor management. Develops all exhibitor communications including the exhibitor prospectus, exhibitor service manual and related literature, exhibitor abstracts for inclusion in the final program, and content for the exhibitor portion of the web site. Exhibitor services include but are not limited to contract processing, answering exhibitor inquiries, obtaining fire marshal approvals, overseeing the EAC process, decorator coordination, on-site exhibitor registration, post-event mailing labels distributions and report development as required.

214 MEETINGS COORDINATOR

Responsible for those meeting planning duties as assigned by the department director or manager (e.g. hotel logistics, site selection, vendor selection, etc.) This is a more limited position than that of the Convention and Meetings Manager.

215 REGISTRAR

Oversees pre-registration including data entry, payment processing, session registration and housing procedures. Processes confirmations, coordinates on-site registrations, materials distribution to attendees, and post-event wrap-up. Fields calls regarding conference/exhibit registration and information.

MEMBERSHIP /CHAPTER RELATIONS POSITIONS

131 CHAPTER RELATIONS DIRECTOR

Direct the activities of chapters of the association. Facilitates the flow of information between the chapters, and between the chapters and the national (or overall state) association. Develops and may conduct orientation programs for chapter officers. Responsible for developing budget for chapter relations functions and supervision of staff.

132 CHAPTER RELATIONS MANAGER

Coordinates the activities of chapters of the association. Facilitates the flow of information between the chapters, and between the chapters and the national (or overall state) association. May conduct orientation programs for chapter officers. Maintains budget for chapter relations functions. May supervise staff.

137 COMPONENT RELATIONS REPRESENTATIVE

Perform as liaison between national association and its affiliated state and local associations/societies. Coordination of activities, volunteer recruitment and motivation, explain and promote national policies and procedures, provide membership recruitment and retention expertise to the state and local associations/societies. Provide national staff and leadership with insight into problems, ideas and perspectives of assigned state/local associations.

216 COORDINATOR, MEMBERSHIP

Perform duties to process new membership applications and maintain related records and files. Process application forms, check for required data, follow up as required and enter data into record system or computer terminal. Collect, update, and record changes in addresses or data, and maintain related files, records, and reports.



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133 MEMBER SERVICES DIRECTOR

Directs and develops the association's programs for member services. Identifies need for new services. Develops content, scope, and cost of new programs for members. Directs discontinuance of obsolete member services or programs. May also be individually responsible for development, promotion, and/or administration of a particular member service. Responsible for developing budget of member service functions and supervision staff.

134 MEMBER SERVICES MANAGER

Develops and administers the association's programs for member services. Identifies need for new services. Develops content, scope, and cost of new programs for members. Recommends discontinuance of obsolete member services or programs. Responsible for development, promotion, and/or administration of a particular member service. Maintains budget of member service functions and may supervise staff.

135 MEMBERSHIP DIRECTOR

Directs and administers the association's programs to recruit and retain members. Encourages and initiates efforts by members and member committees in establishing standards for membership and bringing new members into the association. Initiates special promotional programs to interest new members. Responsible for developing budget of member service functions and supervision staff.

136 MEMBERSHIP MANAGER

Administers and recommends association programs to recruit and retain members. Encourages and initiates efforts by members and member committees in establishing standards for membership and bringing new members into the association. Administers special promotional programs to interest new members. Maintains budget of membership function and may supervise staff.

PROFESSIONAL RESEARCH / INFORMATION POSITIONS

138 INFORMATION DIRECTOR

Develops and directs the association's information and archiving activities. Directs activities to respond to member issues and problems involving searches on issues of concern utilizing association library resources. Directs maintenance and utilization activities of association's library, information center and information services. Responsible for developing budget of information functions and supervision of staff.

139 INFORMATION MANAGER

Develops and administers the association's information and archiving activities. Respond to member's issues and problems by coordinating and conducting searches on issues utilizing association library resources. Serves as administrator of association's library or information center. Responsible for collection and cataloging of industry information, maintaining departmental budgets and may supervise staff.

140 TECHNICAL/RESEARCH DIRECTOR

Plans and directs the technical and research activities of the association. Assists members or member committees in development and execution of their technical programs. Direct or assist with original research activities on behalf of the association and membership. May be a specialist in one or more of the functional fields within the association's mission. Responsible for developing budget of departmental functions and supervision of staff.



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141 TECHNICAL/RESEARCH MANAGER

Manages and administers the technical and research activities of the association. Assists members or member committees in development and execution of their technical programs. Assist with original research activities on behalf of the association and membership. May be a specialist in one or more of the functional fields within the association's mission. Maintains budget for departmental functions and may supervise staff.