Position Description

Position: Director of Programs and Member Services
Reports To: Senior Director of External Engagement
FLSA Status: Exempt
Review Date: July 2020

Mission:
The Governors Highway Safety Association (GHSA) provides leadership and advocacy for the states and territories to improve traffic safety, influence national policy, enhance program management and promote best practices.

Position Summary:
The Director of Programs and Member Services is responsible for overseeing the federal and private sector grant programs for GHSA as well as the association’s member services, which include key activities such as the Annual Meeting and Executive Seminar. The Director manages the day-to-day operations of multiple programs and activities, with support from GHSA staff and/or contractors, to ensure achievement of association goals.

Essential Functions and Responsibilities:
To be successful in this position each essential duty and responsibility must be performed satisfactorily. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions. Other duties may be assigned to meet business needs. The Director of Programs and Members Services:

• Oversees the day-to-day operations and strategic direction of all federal and private sector grant programs that includes but is not limited to:
  o Working with the Finance staff to ensure accurate and timely completion and submission of all grant applications and other administrative paperwork.
  o Working with the Senior Director of External Engagement to develop project budgets, communicate them to staff and track expenditures.
  o Developing and monitoring timelines to ensure all deliverables are completed on time and within scope and budget.
  o Providing leadership, clear direction and ongoing feedback to the staff and contractors tasked with implementing programs.
  o Working with the Communications staff to develop promotional plans.
  o Overseeing reporting to program funders.
  o Debriefing with staff and contractors following project completion to identify strengths and/or opportunities for improvement.

• Oversees the day-to-day operations and strategic direction of the State and Associate Member programs and services that includes but is not limited to:
  o Working with the Senior Director of External Engagement and GHSA staff to create, implement and evaluate a value-driven member engagement, development and retention plan.
  o Working with the Communications staff to provide consistent, member-centric communication via GHSA’s social media and other channels.

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Managing, either directly or with contractor and/or GHSA staff support, all Annual Meeting and Executive Seminar logistics and sponsorships.

Collaborating with GHSA senior staff and the Annual Meeting Planning Committee to develop Annual Meeting content.

Collaborating with senior staff and the Federal and State Programs Consultant to develop Executive Seminar content.

Overseeing administration of the member database.

Assisting the Senior Director of External Engagement with Consulting Services Initiative oversight, as needed.

**Direct Reports:**
- Programs and Member Services Manager
- National Law Enforcement Liaison Program Manager (contractor)
- Additional contractor positions, as required

**Knowledge, Skills and Abilities:**
- Exceptional written and oral communication skills
- Exceptional interpersonal and active listening skills
- Exhibits a positive attitude, professional demeanor and willingness to work collaboratively
- Exhibits a high degree of personal initiative, self-motivation, flexibility and creativity
- Exceptional organizational and project management skills and attention to detail that results in the timely implementation of projects involving multiple functions, external resources and deadlines
- Ability to attract, develop, lead, motivate, manage and retain a high caliber team
- Ability to develop, foster and maintain relationships with key partners and constituents
- Commitment to providing exemplary customer service
- Fluent computer skills, including proficient use of Microsoft Word, Excel and PowerPoint. Experience with database management is helpful.

**Requirements:**

**Experience**
- 7+ years of program management experience, required
- Experience with member services, required
- Association/nonprofit experience, preferred
- Work with federal and state contracts, preferred
- Supervisor experience, preferred
- Meeting planning experience, desirable

**Education**
- Bachelor’s degree or equivalent, required
- PMP Certification, desirable

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Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Standard office environment with an option to telework.

Travel:

- Up to 30 percent

This job description does not imply that the stated requirements are the only expectations for the position. Incumbents are expected to perform other duties as assigned. GHSA has the right to revise this job description at any time. GHSA is an “at will” employer and as such, neither this job description nor the employee’s signature constitutes any form of contractual agreement between the employee and GHSA.

Please sign below to acknowledge receipt of position description and responsibility for reviewing this document.

Employee’s Signature: ________________________________ Date: __________________

Manager’s Signature: ________________________________ Date: __________________