



## **Director, Member Relations**

The Director of Member Relations is a strategic leader within the Office of Corporate Relations, responsible for overseeing membership dues administration, database infrastructure, and governance support systems. This role requires technical competency, relationship management skills, and analytical expertise to ensure effective membership operations and provide data-informed insights to senior leadership. The Director serves as the primary business owner for membership functions within iMIS and collaborates across departments to meet association-wide needs. Key responsibilities include leading the semi-annual dues calculation for a multi-million dollar association budget, coordinating with Finance on invoice generation and collections, managing dues formula updates, and resolving complex dues disputes. The Director also designs and delivers regular membership analytics, manages the annual committee nomination process, and supports governance-related projects. As the business owner of the iMIS membership management system, the Director works with IT and other stakeholders to define requirements, coordinate system enhancements, and maintain data governance protocols.

The role requires 7–10 years of progressive experience in membership operations, preferably in trade associations or nonprofits, and at least 4 years of supervisory experience. Advanced technical skills in Excel, query writing, AMS/CRM platforms, and data visualization are required, along with strong analytical, communication, and leadership abilities. The work environment is hybrid, with a minimum of three days per week in the office and occasional evening or weekend work during peak periods. This is a fast-paced, collaborative, and mission-driven position offering the opportunity to make a direct impact on member experience and organizational success.

Salary range: \$131,000-\$150,000

The ACLI offers a competitive compensation and benefits package. Interested candidates should email their resume to: [HR@acli.com](mailto:HR@acli.com), ATTN: HR – Director, Member Relations