

Job title: Membership Services Manager

Date Revised: September 2019

Reports to: Director of Membership

Major Function:

Responsible for the recruitment and retention of ODA members and Annual Meeting registration. Serve as Executive Coordinator for rural component dental societies. Serve as backup staff to the Council on Membership and Member Services and coordinate all programs under this Council.

Major Duties and Responsibilities:

1. Assist the Director of Membership with the implementation of ODA policies related to membership.
2. Serve as the backup staff for maintaining membership records and all membership processes and procedures (processing dues payments, preparing deposits, updating records, etc.). Assist members with general questions and inquiries.
3. Communicate with the ADA and Component Dental societies regarding membership issues.
4. Coordinate and represent ODA at all Council on Membership sponsored events and other events as needed.
5. Work with Membership Department staff on ODA recruitment and retention programs.
6. Serve as the Executive Secretary for rural component dental societies.
7. Serve as part of the staff team to plan and execute the ODA Annual Meeting. Specifically responsible for onsite photography support, Registration, the Opening Reception, CORD Luncheon, Past President's Lunch and other special projects as assigned.
8. Coordinate the annual OUCOD Faculty Appreciation Lunch.
9. Coordinate the annual Risk Management Seminar.
10. Provide writing and graphic design support for the *ODA Journal*.
11. Design brochures, flyers, post cards and other graphic projects as needed.
12. Serve as part of the staff team to plan and execute the annual event Oklahoma Mission of Mercy (OkMOM).

13. Perform other duties as assigned.

The Association office is open Monday through Friday, 8:00 a.m. - 5:00 p.m. The individual in this position is expected to work the hours necessary to achieve the desired results. In some cases, this will include evenings and weekends.

Working Relationships:

Internal: Interact with all staff. Ongoing communication with member dentists.

External: Interact with members of the community. Ongoing communication with allied dental organizations, OUCOD, the ADA, vendors and suppliers.

Minimum Work and Education Requirements:

- Bachelor's degree in journalism, public relations or communications-related field REQUIRED. No exceptions will be considered.
- 2-3 years of progressively responsible work experience.
- AP Style.
- Proficient in Microsoft Word, Excel, PowerPoint.
- Proficient in Adobe Creative Suite.
- Superb verbal and written communication skills.
- Exceptional and professional telephone presence.
- Pleasant personality.
- Takes initiative and readily accepts responsibility.
- Demonstrates ability to handle multiple tasks simultaneously, strong organizational skills, and attention to detail are imperative.
- Special events/programming experience preferred.
- Highly organized and energetic; self-starter.