



**Illuminating Engineering Society**

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[www.ies.org](http://www.ies.org)

## Job Description

**Job Title:** Director, Membership

**Location:** NYC - Remote

**Reports to:** CEO/Executive Director (IES) and Executive Director (AES)

**FLSA Classification:** Exempt

### Who We Are

This is a unique shared position serving two prestigious professional societies:

#### **Illuminating Engineering Society (IES):**

Established in 1906, IES is the recognized technical and educational authority on illumination. Our mission is to improve the lighted environment by bringing together those with lighting knowledge and by translating that knowledge into actions that benefit the public. We provide a variety of professional development, publications, networking and educational opportunities to our membership of engineers, architects, designers, educators, students, contractors, distributors, utility personnel, manufacturers and scientists in nearly 60 countries. Through our American National Standards Institute (ANSI) accredited process, we publish and maintain the Lighting Library®, with over 100 standards written by subject matter experts in our technical committees.

#### **Audio Engineering Society (AES):**

Founded in 1948, AES is the premier professional society devoted exclusively to audio technology. Our mission is to promote the science and practice of audio by bringing together students, educators, researchers, and professionals. We serve a global membership of audio engineers, scientists, educators, students, manufacturers, and other professionals across recording, broadcast, live sound, cinema, gaming, and emerging audio technologies.

### Job Summary

The Director of Membership provides strategic leadership and oversight of membership programs, services, and engagement strategies for both IES and AES. This role is responsible for shaping the overall vision for member value, growth, retention, and satisfaction across both societies, while ensuring alignment with each organization's mission and strategic goals. The Director leads membership activities for both societies, serves as the primary liaison to their respective sections and districts, and represents the voice of members to leadership at both organizations.

**This position requires approximately 50%-time allocation to each society, with flexibility based on seasonal demands and strategic priorities.**

### Key Responsibilities

#### **Strategic Leadership (IES & AES)**

- Develop and execute comprehensive membership strategies for both IES and AES focused on recruitment, retention, engagement, and overall member value.
- Advise senior leadership and Boards at both societies on membership trends, opportunities, and challenges, providing data-driven insights and recommendations.
- Establish benchmarks and metrics to measure success, regularly reporting progress to leadership and stakeholders at both organizations.

- Partner with Marketing, Education, Standards, and Events teams at each society to integrate membership value into all programs.
- Work with executive leadership on global growth strategies and serve as staff liaison to membership committees at both societies.
- Develop and maintain online engagement platforms for members of both societies to cultivate connection and community.
- Identify opportunities for collaboration and knowledge-sharing between the two societies where appropriate.

#### **Team Leadership & Department Oversight**

- Provide leadership and strategic direction to the Member Relations Manager.
- Oversee customer service and member experience standards, ensuring responsiveness and consistent delivery of value to members at all levels in both societies.
- Direct the use of membership platforms and technology (e.g., Wicket, PropFuel, or other systems) to support effective onboarding, renewals, and engagement at both organizations.

#### **Section, District & Chapter Engagement**

- *For IES:*
  - Strengthen relationships with Sections and Districts by providing guidance, resources, and direct support for leadership and operational needs.
  - Host quarterly town halls with Sections and serve as a resource for District and Section Leaders.
  - Represent IES at the annual RMC, presenting updates and collaborating on action plans.
  - Lead efforts to expand IES's global footprint by supporting the development of new Sections internationally.
- *For AES:*
  - Build and maintain strong relationships with AES Sections and Student Sections.
  - Provide strategic support and resources to Section leadership to enhance local member engagement.
  - Represent AES at Section meetings and regional gatherings as appropriate.
  - Support the growth and development of new AES Sections globally.

#### **Committee & Volunteer Leadership**

- Serve as staff liaison to membership-related committees at both societies (including Membership, Emerging Professionals, Leadership Forum, Global Development, Student Advisory, and other relevant committees).
- Provide strategic direction to committees at both organizations, ensuring alignment with respective organizational goals while empowering volunteer leaders to succeed in their initiatives.
- In collaboration with the Director of Marketing and Business Development, manage fundraising and sponsorship efforts tied to membership events and programs at both societies.

#### **External Engagement & Representation**

- Build and maintain strong relationships with Sustaining Members, corporate partners, universities, and other stakeholders for both IES and AES.
- Represent each society at conferences, industry meetings, and events to promote the value of membership and strengthen partnerships.

- Identify new opportunities for collaboration and partnerships that expand the reach and value of membership in each organization.

### **Skills & Competencies**

- Proven success in developing and executing membership growth and engagement strategies, ideally in multiple organizations or complex environments.
- Strong communication, relationship-building, and presentation skills with diverse stakeholder groups.
- Familiarity with membership technology platforms and data-driven decision making.
- Strategic and innovative thinker with a results-oriented approach.
- Collaborative leader who excels in working with volunteers and cross-functional teams.
- Exceptional organizational and time management skills with ability to balance priorities across two organizations.
- Skilled in balancing operational oversight with long-term vision and strategy.
- Commitment to advancing both organizations' missions and supporting diverse and global membership communities.
- Ability to understand and navigate the unique cultures and needs of different professional communities.

### **Education & Experience**

- Bachelor's degree required; advanced degree preferred (e.g., MPA, MBA, or related).
- Certified Association Executive (CAE) credential preferred.
- Minimum 7 years of progressively responsible experience in membership, association management, or related nonprofit leadership roles.
- Experience managing and mentoring staff and fostering high-performing teams.
- Experience working across multiple organizations or in complex matrix reporting structures is highly desirable.
- Knowledge of or experience in engineering, technical, or professional societies preferred.

### **Work Environment**

- This role is fully remote, requiring regular interaction with team members and collaboration with departments at both IES and AES.
- Prolonged stationary periods and working on a computer.
- Requires strong self-management and ability to navigate dual reporting relationships effectively.

### **Travel Requirements**

- Occasional travel may be required for meetings, conferences, and events for both societies. Travel is primarily within the U.S. but may include international destinations. Travel is estimated to be up to 15% per year.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Both IES and AES are equal opportunity employers and are committed to fostering inclusive and equitable workplaces where all individuals are valued and respected.