



## **Membership Director**

The Urban Libraries Council has spent more than 40 years enriching urban communities by strengthening their public libraries. A member association of North America's leading public library systems, ULC's members are thought leaders dedicated to innovation and the continuous transformation of libraries.

The full-time **Membership Director** will have a chance to work with North America's most innovative public library systems to ensure they are able to make a continuous and lasting impact on the communities they serve. This full-time exempt position reports to the President and CEO.

### **Areas of responsibility:**

- Engage and listen to members to identify the strategic needs of leading public libraries
- Cultivate member relationships and strengthen association knowledge of member innovations, partners and key issues
- Identify and develop member services and programs that strengthen public libraries and their ability to meet the needs of their communities
- Create and implement an annual member engagement plan with identified member outcomes and retention goals
- Communicate the value of ULC services and programs and create reports for member Library CEOs on their library system's participation
- Develop the content and organization of the online Knowledge Center to increase its value and use
- Develop peer-to-peer learning exchanges including online discussion groups and member events
- Manage all member customer support, annual member meetings, strategic recruitment and member administration including the database, member reports and member requests

### **Qualifications:**

- Aspirations for a better world with the energy to make it happen
- Big thinker with excellent verbal and written communication skills
- Entrepreneurial, creative and fun team member ready to connect local leaders
- Community builder able to identify key issues and create lively conversations
- Experience working with trade associations and local leaders
- Strong organization skills and project management experience
- Bachelor's degree required, master's degree preferred