Manager, Member Services and Events Manager  
(Job Number: 53156BR)

<table>
<thead>
<tr>
<th>Campus Location</th>
<th>Tempe</th>
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<tr>
<td>Department Name</td>
<td>Mary Lou Fulton Teachers College</td>
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<tr>
<td>Full-Time/Part-Time</td>
<td>Full-Time</td>
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<tr>
<td>Grant Funded Position</td>
<td>This is a grant funded position and is contingent on future grant funding.</td>
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<td>Close Date</td>
<td>July 24, 2019</td>
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<td>Job Description</td>
<td>The Urban Collaborative is looking for a member-focused, self-motivated, detail-oriented, organized, member services and meeting planner. The individual will support current members, work to grow membership, and plan for two member meetings per year. The Urban Collaborative is a highly regarded national network of over 100 urban school districts committed to improving outcomes for students with disabilities. The Collaborative supports districts in creating culturally responsive educational systems with policies, procedures, and organizational structures that promote student achievement, inclusive practices, and reduced disproportionate representation of culturally and linguistically diverse students in special education and disciplinary actions. In addition to member consultation and support, the Collaborative contracts directly with districts and states to evaluate the management of special education supports and services and recommends enhancements to improve outcomes for all students.</td>
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**Essential Duties**

- **Member Services**
  - Provide a high level of customer service for members and sponsors
  - Develop methods and outreach to grow member base
  - Field prospective member and sponsor inquiries and referrals
  - Contact expired members regarding renewal of memberships
  - Process membership and meeting transactions
  - Regularly review and update membership data to ensure accuracy
  - Contributes ideas and develop services that are of value to members and sponsors

- **Event/Meeting Services**
  - Facilitate site location
  - Facilitate meeting operations including, but not limited to contracts, billing, AV, event registration, and meeting app
  - Facilitate meeting planning including, but not limited to managing keynote, school visits, reception, day-by-day team schedule, and meeting PPT
  - Manage meeting materials including, but not limited to meeting folders
  - Manage host district
  - Manage district proposal submissions

- **Develops work plans in accordance with established unit and department objectives and funding limitations.**
- **Recommends and monitors compliance with department policies and procedures.**
- **Facilitates administrative projects and work groups.**
Minimum Qualifications

Bachelor's degree in a field appropriate to the area of assignment AND five (5) years of related administrative experience, which includes three (3) years of supervisory experience; OR, Nine (9) years of related administrative experience, which includes three (3) years of supervisory experience; OR, any equivalent combination of education and/or experience from which comparable knowledge, skills and abilities have been achieved.

Desired Qualifications

- Knowledge of the principles and practices pertaining to the assigned department.
- Knowledge of management and supervisory principles and practices.
- Knowledge of budget management methods and techniques.
- Skill in problem solving and decision-making.
- Skill in planning, analyzing and coordinating activities and establishing priorities.
- Skill in effectively managing, supervising and evaluating assigned staff.
- Skill in budget preparation and forecasting.
- Skill in effective communication, both verbal and written.
- Skill in establishing and maintaining effective working relationships in a diversified population.
- Experience in event management or event coordination, to include, for example, monitoring budgets and securing contracts with professional speakers/consultants.
- Demonstrated excellent planning and organizational skills.
- Excellent communication skills, both written and oral.
- Ability to work with others as well as independently.
- Experience and competence in the use of Microsoft Office Suite.
- Strong interpersonal skills and ability to work as part of a team.
- Demonstrated experience in meeting deadlines and prioritizing multiple tasks.
- Demonstrated experience in exercising independent decision making and taking ownership of delegated projects.

Working Environment

Activities are primarily performed in a regular, climate controlled office setting subject to extended periods of sitting, standing, walking. Visual acuity and manual dexterity associated with daily use of desktop computer; bending, stooping, reaching and lifting up to 20 pounds. Ability to clearly communicate verbally in English, read, write, see and hear to perform essential duties. Regular review of completed tasks.

Department Statement

Arizona State University’s Mary Lou Fulton Teachers College creates knowledge, mobilizes people and takes action to improve education. Nationally recognized as a leading innovator in teacher education and scholarly research, Mary Lou Fulton Teachers College prepares over 6,000 educators annually.

MLFTC faculty create knowledge by drawing from a wide range of academic disciplines to gain insight into important questions about the quality of teaching and learning and the performance of education systems.

MLFTC mobilizes people through bachelor's, master's and doctoral degree programs, through non-degree professional development programs and through socially embedded, multilateral community engagement.

MLFTC takes action by bringing people and ideas together to increase the innovation capabilities of individual educators, schools and organizations, districts and communities.

ASU Statement

Arizona State University is a new model for American higher education, an unprecedented combination of academic excellence, entrepreneurial energy and broad access. This New American University is a single, unified
institution comprising four differentiated campuses positively impacting the economic, social, cultural and environmental health of the communities it serves. Its research is inspired by real world application blurring the boundaries that traditionally separate academic disciplines. ASU serves more than 80,000 students in metropolitan Phoenix, Arizona, the nation's fifth largest city. ASU champions intellectual and cultural diversity, and welcomes students from all fifty states and more than one hundred nations across the globe.

ASU is a tobacco-free university. For details visit www.asu.edu/tobaccofree

AmeriCorps, Peace Corps, and other national service alumni are encouraged to apply.

Arizona State University is a VEVRAA Federal Contractor and an Equal Opportunity/Affirmative Action Employer. All qualified applicants will be considered without regard to race, color, sex, religion, national origin, disability, protected veteran status, or any other basis protected by law.

### Employment Verification
ASU conducts pre-employment screening which may include verification of work history, academic credentials, licenses, and certifications.

### Background Check Statement
ASU conducts pre-employment screening for all positions which includes a criminal background check, verification of work history, academic credentials, licenses, and certifications. Employment is contingent upon successful passing of the background check.

### Instructions to Apply
Application deadline is 3:00PM Arizona time on the date indicated.

Please include all employment information in month/year format (e.g., 6/88 to 8/94), job title, job duties and name of employer for each position.

Resume should clearly illustrate how prior knowledge and experience meets the Minimum and Desired qualifications of this position.

ASU does not pay for travel expenses associated with interviews, unless otherwise indicated.

Only electronic applications are accepted for this position.

### Instructions for ASU Online Employment Applications
Go to the ASU Human Resources site: [https://cfo.asu.edu/hr-applicant](https://cfo.asu.edu/hr-applicant) and scroll down to apply for an ASU job.

- For staff positions, click on External Staff or Internal Staff (for existing ASU employees) – if External, you must create an ASU account or enter existing account information.
- From the ASU Welcome page which is the new Talent Gateway (gives applicants several online options for the recruiting process), click on SEARCH to locate positions of interest.
- OR click on Advanced Search, to customize your search by campus, title keywords, etc.
- From the Search Results page, scroll to positions of interest and click on the Job Title above Requisition ID **53156BR** to apply for this position.
- From the Job Details page, review the posted job description and click the **Apply to job** button to begin the online application process.
- Then, answer the questions to complete the ASU Kenexa online employment application. **(Note - you will be asked to submit your cover**
| letter, resume and three personal references as part of the application process). |