

The American Institute of Architects Job Title: Managing Director Component Relations
Job Description Reports to: Vice President, Member Value and Communications
 Team: Member Value and Communications
 Date: Updated April, 2010

Function of the Position:

This is a management position on the Member Value & Communications team in which the incumbent is responsible for fostering a productive and collaborative relationship between and among all components of the Institute.

Job Duties:

- Works with the VP, Member Value and Communications to set priorities within the overall component relations organization to address the diverse needs of our staffed and all-volunteer components in grassroots service to our members. Communicates plans and strategies with other national staff, component staff, national committees and the board of directors.
- Frames issues and opportunities from a component (implementation) perspective. Serves as a liaison between components and the national organization. Develops and nurtures strong working relationships with the national staff leadership team to ensure that everyone is aware of the diversity of component needs, processes and concerns. Seeks to involve components in program design and delivery.
- Understands national strategies and plans, identifies implications for components and provides input on the development of operational plans and tactics to address these implications.
- Uncovers unmet needs among all component staff and devises ways to meet these needs. Scans the landscape to identify new ways to assist components
- Develops, nurtures, and expand relationships within all component levels and across the national staff organization to ensure that the needs, plans and initiatives are shared and understood. Work with other functions within the National component to develop cross-functional initiatives designed to enhance communications and create more connectivity and synergy among and between components.
- Seek and cultivate best practices within components. Share insights gleaned from these practices with national and other components. Oversees the development of online and other information resources. Ensures that components are aware of the resources available to them and seek constant feedback for improvement
- Supervise and develop a team of professionals focused on providing support to the components – staffed and volunteer managed. This includes day-to-day operational support; planning and executing meetings and events; component staff training and orientation; component staff consultation and coaching; uncovering needs and opportunities to enhance the delivery of value to members through the local, state and regional components. Works with the directors of component

support to develop strategies, plans and initiatives to increase the member value delivered through the local and state components. Regularly reviews and synthesizes the insights gleaned through component visits and research.

- Serves as a resource to component boards on governance and strategy. Develops and executes plans that are designed to increase member value and operational efficiency. Maintains a body of knowledge for component operations and support.
- Provides guidance and support to the Council of Architectural Component Executives executive committee.
- Serves as the subject matter expert on developing, fostering, nurturing cross component relationships to enhance the Institute's ability to deliver superior member value. Encourages cross functional support for components by engaging national staff and volunteer experts in service to the components.

Administrative/Supervisory Duties:

- Manages the staff in the Component Relations department, including structuring the department and designing positions for maximum productivity, recommending new hires, transfers, and terminations, coordinating and/or conducting performance appraisals, making compensation recommendations and facilitating opportunities for professional development for that staff.
- Directs the budgeting process for all programs and projects by compiling and reviewing project budget submissions; monitoring and analyzing on-going fiscal progress; and working closely with department directors to achieve financial and programmatic goals.
- Prepares management reports and other documents on Component Relations department progress. Prepare operational reports and analyses setting forth progress, adverse trends and appropriate recommendations or conclusions. Evaluates progress of the programs and projects against established benchmarks (deadlines, deliverables, etc.) and reports any variances to the Vice President
- Handles or leads special projects as assigned by the Vice President, Member Value and Communications, and/or the AIA Executive Office.
- Ensures continuous improvement through the development and execution of various feedback mechanisms among all constituents and audiences.

Frequent Contacts:

- All other departments
- EVP/CEO
- E-Team
- Leadership Team
- CACE Excom
- CACE Excom President
- Component Executives
- Component Staff
- Component Volunteer Leaders
- Outside consultants, contractors
- AIA National Volunteer Leadership and AIA members (in general)

Knowledge/Skills/Abilities and Training and Experience:

Demonstrated understanding of organizational behavior and an entrepreneurial focus with component relations experience a plus. Strong people skills/oral skills/able to balance competing and diverse demands. Has association experience - membership organization (not trade) or experience working in strong grassroots network. Strong and winning personality; able to champion others' ideas and serve as liaison between component relations staff and other departments.

Considered to be a subject matter expert in component management with extensive experience in association management, relationship management, and staff development. Considerable skill in written and oral communication, negotiation, diplomacy, facilitation, team building, collaborative problem solving, conflict resolution, volunteer management, and process development. Skilled in developing strategic and tactical plans that correctly identify and define on-target objectives, and accomplish programmatic and fiscal goals. Ability to interact effectively in an individual membership association as a professional staff executive who recognize and identify member concerns, analyze issues and concepts to correctly state a problem and develop recommended solutions. Outstanding people and volunteer management and development skills. Demonstrated ability to effectively plan, organize, communicate and deliver results.

Bachelor's Degree in Business, Management, Marketing or related field plus 10 - 15 years of management experience in a non-profit setting, five of which must be in a field/chapter role. Advanced degree strongly preferred. Background in architecture or the design field is desirable.

Ability to travel ~50%. Experience and comfort with managing a remote staff.

Supervisory requirement: Directs a staff of 5 regular full time professional employees; three of whom are at the director level.

Measures of Success:

- Components performance relative to member satisfaction and operational efficiency
- Feedback from component executives on communications, collaboration, and support
- Feedback from direct reports on development and leadership.
- Feedback from peers on communications, collaboration, and engagement
- Feedback from supervisor on communications, creativity, relationship management, and results

Please submit resume to:

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