



ASMI Operations Director Job Description

Open @ TBD

General

Association and Society Management International (ASMI) is an association management firm committed to its people and its clients. ASMI has delivered non-profit expertise and services to socially responsible organizations for more than 40 years. The firm supports, guides, and promotes the professions and industries that impact people around the world every day including trauma, emergency medical services (EMS), homeland security / emergency management, occupational therapy, ballistics, federal forest resources, and manufacturing trade associations. With a wide range of industries and professions served, ASMI's unity of purpose in the non-profit services industry is that "We know more, and we care more."

The position of Operations Director (OD) is a permanent, full-time employee of ASMI fulfilling corporate functions focusing on operational excellence, and also serving as a key staff executive for one or more ASMI clients. **It is a new role and will allow ASMI and the executive to create a role that maximizes talent and passion while adding value to the enterprise.** The role will work with the President to establish decision-making boundaries and authority to allow the Operations Director to act decisively within the role while maintaining alignment.

The job is based at ASMI headquarters offices in Falls Church, VA. The staff of 44 are primarily in a work-from-home (WFH) arrangement, with a high degree of accountability. During the pandemic, ASMI adopted [ASMI Headquarters & Remote Work Pandemic Health & Safety Policies](#). Operations have subsequently remained extremely efficient with elevated individual job satisfaction, allowing the workforce to maintain the WFH status. At least two-thirds of the staff was already remote before the pandemic, although ASMI owns its 12,000 square foot office building.

Salary Range

Negotiable, commensurate with experience and current market data.

Reporting

The Operations Director reports to ASMI President Beth Armstrong.

Position's Overall Purpose

This position maximizes ASMI operational efficiency, while promoting the firm as a leader in association management. The OD maintains awareness of the entire scope of operations and clients' status to support strategies, plans and policies. The role has a unique perspective across different organizational departments and functions. They should use this cross-organizational viewpoint to identify and draw connections between teams, processes, and strategies.

Major Duties and Responsibilities

Corporate Operations

30%

- **Human resources** – Supervise department directors including finance, meetings, communications, and client service team leads. Establish goals and objectives for each department and monitor progress; provide input as necessary. Responsible for onboarding program, recruitment, annual performance evaluations. Maintain current job descriptions for each member of the ASMI staff.
- **Senior leadership meetings** – work with the President on agendas and speakers, meeting follow-up, and cross-pollination of internal and external best practices. Encourage interdepartmental communication to further advance ASMI and client goals.
- Responsible for **all-staff meetings** – agenda, featured speaker, and fulfilling accreditation objectives related to annual staff training. 2-4 annually, hybrid live/online.
- Create and implement an effective **technology management** and tracking program including usage of common association management platforms, tools & equipment, tech support, allocation of costs among clients based on utilization as appropriate. Short term projects include assessment and potential improvements to ASMI time-tracking platform and enterprise-wide virtual meetings solutions.
- Create and implement a **strategic plan** for ASMI, establishing and utilizing work groups as appropriate.
- Manage **AMC accreditation** compliance including annual documentation and independent audit every four years. Maintain contemporary awareness of accreditation standards.

Communications / Marketing

20%

- **Annual Client Performance Evaluations** – ensure evaluations are conducted annually, supervise survey staff, finalize reports and client presentations.
- **Client Management Reports** – establish a routine for each client to produce management reports on a regular schedule to reinforce client satisfaction and awareness of services received.
- Work with Communications Director to create and implement **communications workplans** as part of the ASMI strategic plan to accomplish objectives including increasing communications with client leadership about ASMI news, external marketing, ASMI workforce messaging. Supervise web, social and email content, ensure regular communications.

- **Business Development** – seek opportunities, provide summary briefings and develop proposals for ASMI to retain new clients and staff commensurate with workload needs, working with the ASMI President and Marketing Director.

Project Management / Client Services

40%

- **Project Management/Client Service Execution** – lead one or more client service teams to manage objectives, produce deliverables and reporting, and monitor budgets to include approval of project expenses. Plan and execute deliverable strategies and documentation; monitor progress and identify correction action as appropriate. Communicate regularly with federal and other officials to ensure satisfaction with progress and quality of work performed.
- **Board of Directors** – work with staff to produce monthly Board agendas/reference documents, editing of minutes, and participate in planning for in-person Annual Meetings and the Annual Board Retreat.
- **Executive Committee** – assist in the development of weekly time sensitive agendas and reference documents, make policy recommendations as appropriate, develop action plans to execute decisions of the Executive Committee to include coordination with responsible staff.
- **Regions, Councils and Committees** – (appropriate to client structure) serve as primary liaison to and/or monitor staff service to committees, regions, and other bodies within the client to ensure ongoing operational success and fulfillment of scope of work per the ASMI management agreement. Maintain awareness of activities and priorities of each member of the FFRC staff team within the scope of overall organizational operations.
- **Strategic Plan** – Complete tasks and ensure activities are properly aligned with client goals and objectives.

Other duties as assigned

10%

Perform other duties as assigned by the ASMI President.

Level of Effort

Assignments may be adjusted. Full-time ASMI employees are expected to work 40-45 hours per week. (48 weeks x 42.5 hours = 2,040).

Job Requirements

Knowledge

The position requires knowledge of the concepts and theories of non-profit organization development and administration as well as for-profit company leadership. The position requires knowledge of strategic planning; business operations and management strategies; business technology solutions; contemporary non-profit management best practices; federal grant and contract requirements; research and evaluation methods and techniques; and project management.

Skills

The position requires strong leadership qualities and instincts. Success in managing business operations and personnel, with solid abilities in relationship development and outreach are essential. Employee must be extremely well-organized and possess outstanding communications skills with success in member service. Ability to provide effective oversight and support to a professional staff is essential. Travel required – estimated 4-8 trips outside the greater Washington DC area annually.

Attributes

The Operations Director demonstrates an analytical and results-oriented mindset that is applied within the workplace and promotes the exploration of different possibilities to achieve successful outcomes. Entrepreneurial skills with evidence of innovative and creative solutions.

The successful candidate will find satisfaction in overseeing operational excellence, managing teams, and driving organizational efficiency. Candidates are expected to be able to articulate their career aspirations and motivations.

Education and Experience

The ideal candidate will have a background in non-profit management, supervisory experience, project management, and a history of maintaining lasting professional interagency relationships. A Bachelors degree is required. A Master's degree in an appropriate area such as MBA or MAM is preferred. Minimum of 8-10 years' experience in senior management roles in national associations, particularly managing complex enterprises.

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