



Call for Director of Membership and Engagement

Organizational overview

The Society of Family Planning advances a vision of just and equitable abortion and contraception, informed by science. By leveraging the powerful tools of science and medicine, we aim to ensure that abortion and contraception practices and policies are grounded in science and center people whose access to care is constrained by systems of oppression, and that all people have access to evidence-informed and person-centered abortion and contraception.

To achieve our vision and desired impacts, we focus on the following strategies, as described in our [2023-2028 strategic plan](#):

- Convening a diverse, equitable, inclusive, and multidisciplinary community of all engaged in the science and medicine of abortion and contraception
- Supporting the production and resourcing of research primed for impact
- Organizing and leveraging research primed for impact
- Ensuring clinical care is evidence-informed and person-centered through guidance, medical education, and other activities
- Developing and supporting leaders in abortion and contraception to transform healthcare systems, and
- Aligning the organization's governance, operations, and overall resources to be in service of the strategies designed to bring our collective vision to life.

Role overview

The Director of Membership and Engagement is responsible for leading the execution of the strategic plan and day-to-day operations of the Society's membership team. This highly visible role for our members serves as the primary executor of the Society's membership strategy while also ensuring excellence in member administration, database management, member services, and membership programming. This role requires a systems-minded leader who can seamlessly pivot from high-level strategic planning and cross-functional collaboration to detail-oriented database administration, operational execution, and responsive member service. This position also oversees the Society's exhibiting and sponsorship program and cultivates partnerships that advance member engagement and impact across the field while simultaneously serving as a key organizational partner, working collaboratively across departments to centralize membership functions and optimize systems. Persons in this role are responsible for developing and executing complex, high-impact programs, communications, and/or operations that are aligned with the organization's strategic plan. They provide leadership across key initiatives, often overseeing committees, managing teams, and ensuring the successful implementation of organizational priorities. Additionally, they are

critical in driving fundraising efforts and external partnership development. This is a remote position open to candidates living in the US who live within one hour of a major airport. Approximately 20% travel is expected. This position reports to the Senior Director of External Affairs.

Specific responsibilities include, but are not limited to:

Membership strategy and growth (35%)

- Execute a comprehensive membership strategy aligned with the Society's strategic plan and DEI vision, growth objectives, and long-term financial targets.
- Collect, assess, and leverage membership and programmatic data to shape work through an iterative process of continuous improvement.
- Use data and member insights to inform recruitment, retention, engagement, and growth strategies.
- Evaluate member recruitment costs, benefit use, benefit return on investment, retention rates, and other key metrics to establish benchmarks and measure success.
- Identify, evaluate, and cultivate new high-value member benefits, partnerships, and engagement opportunities that strengthen the value of membership.
- Provide monthly analysis and reporting on membership performance, progress toward annual goals, and emerging trends.
- Set goals, outcomes, and measures of success for membership initiatives and programs.
- Maintain and cultivate partnerships with organizations throughout the science and healthcare ecosystem to advance membership goals.
- Conceive of and implement strategies that advance the Society's Diversity, Equity, and Inclusion Vision, foster inclusion among members, and reduce barriers to meaningful participation.

Membership operations and administration (30%)

- Serve as the primary administrator and subject matter expert for the Society's Association Management System, MemberClicks.
- Ensure data integrity across membership systems, databases, integrations, and reporting platforms.
- Manage active member and prospective member records, including audience segmentation and data management within Mailchimp and related platforms.
- Process and oversee new member onboarding, dues processing, membership renewals, and membership status management.
- Provide responsive, customer-service-oriented support to member inquiries regarding membership, benefits, renewals, and technical issues.
- Manage access permissions, conduct database audits, resolve duplicate records, and maintain system documentation and workflows.
- Serve as primary staff lead for the member microsite and Association Management System, including onboarding new staff, maintaining step-by-step training materials, and providing tailored system training.

- Partner across teams to centralize membership functions and ensure accurate, accessible, and actionable membership data.
- Serve as primary staff liaison for key membership-related vendors and technology partners.
- Support revenue tracking and reconciliation associated with membership dues and related programs.

Membership programming and community engagement (20%)

- Lead the development, implementation, and continuous improvement of membership programming and engagement opportunities.
- Oversee the Society's Special Interest Groups, cultivating them as member benefits that foster professional inclusion, collective purpose, and field-wide impact.
- Lead and support the Membership Committee as strategic thought partners and ambassadors for membership growth and engagement.
- Develop and execute visible and meaningful programs that celebrate member achievements, leadership, scholarship, and contributions to the field.
- Maintain and forge partnerships with external organizations that strengthen member opportunities and amplify collective impact.
- Identify and implement innovative engagement opportunities that deepen member participation and enhance the overall member experience.

Exhibiting and revenue programs (15%)

- Oversee the development and operational management of the Society's exhibiting and sponsorship program.
- Set goals, outcomes, and measures of success to maximize program impact, visibility, and revenue generation.
- Manage the Society's booth presence at conferences, industry events, and the Annual Meeting, ensuring a professional, engaging, and mission-aligned exhibitor experience.
- Oversee all aspects of exhibit booth planning and execution, including logistics, shipping, setup, teardown, staffing coordination, inventory management, and vendor relations.
- Maintain and oversee inventory of Society promotional materials, branded merchandise, and exhibit assets, ensuring accurate tracking, replenishment, and cost-effective management.
- Manage the sale and distribution of Society-branded merchandise through both event-based and online channels, including monitoring inventory levels, fulfillment processes, and sales performance.
- Evaluate program performance and identify opportunities for growth, innovation, and increased value for sponsors and exhibitors.
- Develop revenue projections and performance metrics to support annual planning and organizational sustainability.

Qualifications

Highly qualified applicants will meet many of the qualifications below and have clarity on areas that represent growth opportunities.

Required qualifications

- Seven or more years of progressively responsible experience leading membership programs, engagement initiatives, association operations, or comparable stakeholder-focused programs.
- Demonstrated experience working within an Association Management System; significant MemberClicks experience strongly preferred.
- Five or more years of experience developing and implementing membership recruitment, engagement, retention, and growth strategies.
- Strong ability to use data, analytics, and performance metrics to inform decision-making, evaluate outcomes, and drive continuous improvement.
- Proven success in building relationships and collaborating across teams, members, partners, volunteers, vendors, and external stakeholders.
- Exceptional verbal and written communication skills, including the ability to engage diverse audiences and build trust-based relationships with a genuine passion for engaging people.
- Strong project management, organizational, and operational leadership skills, with the ability to manage multiple priorities and balance strategic planning with hands-on execution.
- Strong track record of cross-functional collaboration and working effectively across teams.
- Demonstrated ability to think strategically while translating vision into measurable goals, actionable plans, and successful execution.
- Experience evaluating and optimizing systems, processes, workflows, and technology platforms to improve efficiency, scalability, and user experience.
- Service-oriented mindset with a demonstrated commitment to delivering exceptional member experiences and responsive customer service.
- Demonstrated ability to lead change, influence decision-making, and translate strategic vision into measurable goals and results.
- Commitment to diversity, equity, and inclusion, and reducing barriers to meaningful participation.
- Strong organizational and operational leadership skills, with the ability to balance strategic priorities with detailed administrative execution.
- Contribute to planning and implementation of the Society's Annual Meeting.
- Willingness to pitch in as needed.

Preferred qualifications

- Experience with Airtable, database automations, integrations, and systems optimization.
- Experience with Mailchimp, WordPress, and related digital engagement platforms.

- Experience working within a professional medical, scientific, or healthcare membership organization.
- Experience developing budgets, forecasting revenue, and managing membership-related financial performance.

Salary and benefits

The salary range for this position is \$120,000-\$130,000. The benefits package includes:

- Medical, dental, and vision insurance (100% individual premium covered, 50% dependent premium covered)
- Short and long-term disability
- Life insurance
- 24 days a year of paid time off, which increases with tenure
- 16 paid holidays
- Abbreviated Friday schedule in July
- Eight weeks of fully paid family leave
- 401K plan with up to 3.5% employer matching contribution
- \$2,000 a year professional development funds
- \$300 remote work stipend at hire
- \$150 remote work stipend after the first year
- \$100/year for expedited travel clearance programs
- Up to \$50 monthly internet reimbursement
- Medical FSA and dependent care FSA
- Employee assistance program
- Pet insurance discount plan
- Up to \$500 employee lifestyle accounts

How to apply

Interested candidates should upload a resume or CV and statement of interest [here](#) by August 13, 2026.

In the statement of interest, we ask candidates to eschew the traditional cover letter format and instead answer the following in one page:

- What is one membership, community-building, or engagement initiative that you are most proud of? What was your role, what results did it achieve, and what did you learn from the experience?
- This role requires balancing strategic leadership with hands-on execution. Tell us about a time when you used data, member feedback, or performance metrics to identify an opportunity, develop a strategy, and implement a solution that improved engagement, retention, growth, or operational effectiveness.
- The Society is committed to fostering diversity, equity, and inclusion across our membership and programs. Describe a time when you intentionally reduced barriers to participation, increased a sense of belonging, or incorporated equity considerations into a program, process, partnership, or member experience. What was your approach, and what impact did it have?

Application materials should be submitted in one PDF [here](#) by August 13, 2026.

As part of the employment process, all applicants will be required to provide proof of US residency status. Acceptable documentation includes, but is not limited to:

- US passport or birth certificate for US citizens
- Green card or permanent resident card
- Valid work visa or documentation of employment authorization issued by USCIS

New employees must complete a Form I-9 and produce the required documents as required by the US Immigration Reform and Control Act, and employees must timely update any expired authorizations. The Society does not sponsor work-related visas. Applicants are encouraged to submit applications as early as possible and will be reviewed on a rolling basis. Informational interviews or advance discussion via email are not offered to ensure equity in the application process.