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| **Manager, Chapter Relations****Primary Responsibilities*** Serve as the communications core for our chapters, providing quality customer service and support to chapters and their staffs.
* Develop strategies and deliver support services to chapters in need of operational assistance, including new, potential and international chapters.
* Oversee newly formed private online communities for chapters and networks.
* Manage the chapter reporting process and work with staff to maintain and enhance database functionality.
* Work with marketing staff and chapters to further the CAI brand and awareness.
* Manage the chapter recertification (standards) process and documentation.

**Requirements**Four-year college degree and three to five years of chapter relations or membership experience in a non-profit association environment.  * Strong verbal and written skills, as well as attention to detail and organization are a must.
* Have a proactive approach with ability to be self-motivated and work independently with little supervision.
* Perform responsibilities with sound judgment, and high professional and ethical standards.
* Able to establish and maintain healthy working relationships with chapter leaders and headquarters staff.
* Able to deliver effective results, prioritize and manage numerous projects simultaneously.
* Solid skills in MS Office, web-based membership database (netFORUM preferred), Higher Logic platform knowledge and internet proficiency.

We offer a competitive compensation and benefits package. Our office is located minutes from DC in the heart of Falls Church with a free shuttle bus to the East Falls Church Metro and is a few miles away from the route 50 exit of I495.  Voted one of the top 100 places to work in Virginia!  Please submit your resume and cover letter with salary requirements to jobs@caionline.org. Submissions that do not include salary requirements will NOT be considered.  Candidates ONLY--no calls from staffing firms please. Community Associations Institute (CAI) is an equal opportunity employer. |

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