

## CTBUH Director of Membership & Global Initiatives

*With 100,000 people moving into cities across the globe every day, the 21st century will truly be the century of the city. Humanity's continued existence on this planet will rely on our ability to transform cities into dense, livable centers of innovation that reduce both land consumption and energy needs. In order to accommodate an additional 2.5 billion people in the world's cities by 2050, the shapers of our urban landscapes will require guidance through access to expert research and resources that promote best practices for smarter cities. This is why the Council on Tall Buildings and Urban Habitat's (CTBUH) mission is critical to promoting a better urban future.*

CTBUH seeks a Director of Membership and Global Initiatives who will lead a dedicated team of professionals in our engagement with a diverse set of organizational and individual members. By working throughout the organization, they will work to provide value to each member by understanding their needs and goals. The Director will engage existing and potential members, develop programs, launch initiatives and enhance systems to help maximize the benefits of our annual CTBUH membership.

The person in this role will possess excellent interpersonal and communication skills, in addition to strong quantitative and analytical capabilities.

### KEY RESPONSIBILITIES:

- Drive membership retention and renewal campaigns
- Engage members and map their needs to existing or new services
- Conduct new member and member win-back efforts
- Onboard new members and provide overview of available services, programs and products
- Identify, in coordination with other departments, key industry segments and target companies to approach for engagement with CTBUH, spanning membership, research sponsorship and events, amongst others
- Manage and further develop CTBUH global leadership, including Chapters, Committee members, and Advisory Group through email/phone communication, electronic file management, mailings, reports, maintenance of tracking logs, communication of website updates, etc.
- Responsible for processing membership invoices and collection efforts
- Responsible for maintaining the highest level of data integrity within CTBUH
- Respond to a variety of member requests, working collaboratively across the organization
- Build relationships with key contacts, including existing members, prospective members, sponsors, trustees, committee leaders, chapter leaders and existing member contacts; and develop strategic partnerships with influential industry stakeholders

### REQUIRED QUALIFICATIONS:

- 5-7 years relevant experience with a bachelor's degree from an accredited college or university
- 5+ years of global membership management and/or subscription services management experience
- Excellent written and verbal communication skills including interpersonal/customer service skills with demonstrated enthusiasm in the workplace
- Excellent organization skills and proficient with managing and prioritizing multiple projects
- Especially self-motivated and with the ability to set and manage priorities judiciously
- Superior analytical and problem-solving abilities
- Innovative and able to think out of the box
- Ability to work under pressure with short deadlines
- Strong software skills, specifically Microsoft Office, CRM and AMS