



Program Manager, Membership and Events

Overview

The Employers' Forum of Indiana (<https://employersforumindiana.org/>) is a nonprofit 501(c)(3) employer-led healthcare coalition of employers, physicians, hospitals, insurers, benefit consultants, and other interested parties. The Forum's mission is to improve the value employers and patients receive for their healthcare expenditures. We accomplish this through education, research/initiatives, and policy efforts.

The Program Manager, Membership and Events will manage the organization's membership, event and meeting planning, communications, and other administrative and project-related operations. The Program Manager, Membership and Events will work in tandem with the EFI team to improve the value received by employers and patients for their healthcare expenditures. This role reports to the President & CEO.

Job Responsibilities

Membership Programs

- Build and manage relationships with members, strategic partners, and key stakeholders
- Coordinate outreach, engagement, and follow up with members and partners for meetings
- Manage membership tracking, portal access, onboarding, and member needs
- Coordinate project plans with timelines and deliverables for members and grants
- Develop and manage processes for tracking membership engagement and recruitment with a focus on continuous improvement and efficiency
- Track member priorities and support programs to meet member needs

Programs and Events

- Manage membership events and educational programming including registration, calendar invitations, technology, and meeting logistics
- Support CEO in program development including agenda development, speaker coordination, meeting prep materials, handouts, and slides
- Support the development of sponsorship prospectuses and work directly with sponsors on event logistics
- Collect feedback from events and identify opportunities for improvement
- Post materials and recordings of events to the EFI website
- Manage program and event budgets
- Support fundraising, grant deliverables, and reporting

Communications

- Manage and continuously improve EFI's communication processes across the organization
- Build and disseminate member newsletters and other member communications by developing content in partnership with the EFI team
- Create event marketing and communications for program events including light graphic design



- Manage employer member portal alongside EFI's website consultant with updates of content, organization, and resources
- Assist with maintaining EFI's website, including updating of content as appropriate, and coordination with website consultant
- Assist in coordinating social media posts

Team Operations

- Work with Forum team and consultants to execute strategic direction, business goals, and annual budgets
- Coordinate CEO calendar and scheduling
- Other responsibilities and roles as requested by the CEO

Core Competencies:

- **Knowledge of Indiana Healthcare Market**
 - Preexisting knowledge of the healthcare field with preference shown toward candidates knowledgeable about Indiana's distinct healthcare market
 - Ability to work with employers, healthcare providers, insurance companies, brokers, and other Forum members on complex healthcare policy issues
- **Project Management**
 - Strong deductive and inductive reasoning skills
 - Excellent problem solver — proactively recognize issues/problems and take initiative to find and implement a solution
 - Manage and prioritize multiple projects while meeting deadlines
- **Communication**
 - Excellent written and verbal communication
 - Experience delivering presentations to various audiences
 - Ability to establish and build relationships by networking at all levels within an organization
 - Strong collaboration skills to advance the priorities and interests of the Forum and Forum stakeholders
- **Technology**
 - Comfortable reviewing and analyzing data
 - Proficient using virtual meeting and event technologies (Google Meet, Zoom, etc.)
 - Proficient using Microsoft PowerPoint, Excel, and Word
 - Experience in Canva, Vimeo, and other platforms
- **Education and experience**
 - Bachelor's degree required; Master's degree preferred
 - 3-5 years of professional experience in healthcare, nonprofit management, membership management, project management, and administration

Position Details:

This is a full-time, salaried position, with flexibility to work from any location in Indiana. Travel to Indianapolis, Indiana and various parts of Indiana will be required for in-person EFI member meetings, approximately 6-8 times per year. Competitive salary is commensurate with experience. Please send applications to Randa Deaton, randa@employersforumindiana.org.