

Member Experience Director, AIGA Arizona

Positions Report to: VP of Community Engagement

Start/End Date: July 2023 - June 2024

Hours: 4-6 per week

OUR ORGANIZATION:

Founded in 1914 as the American Institute of Graphic Arts, AIGA is now known simply as “AIGA, the professional association for design.” In 1989, the Arizona chapter was formed to serve the entire community of professionals across the state. AIGA Arizona’s mission is to nurture creative curiosity and use programming, resources and mentorship to empower the voices in our community to create a lasting impact. We recognize diversity through professional backgrounds, years of practice, areas of professional experience, economic level, cultural background, age, ethnicity, place of origin, sexual orientation, gender identity, and cognitive and physical abilities.

AIGA is the profession’s oldest and largest professional membership organization for design—with more than 70 chapters and more than 18,000 members—we build programming to help improve design ability. We connect with complementary disciplines of creativity and expression. We prioritize social impact. And we promote community excellence. We provide resources and access to all creative professionals within our state and make sure that underrepresented communities have a seat at our table. Because to us, it’s not about where you came from. Or what awards you’ve won. It’s about using creativity to make a difference exactly where you are.

For more information about AIGA Arizona, please visit us at <https://aigaaz.org>.

THE ROLE:

The Member Experience Director reports directly to the VP of Community Engagement and is responsible for the AIGA Arizona members at large. It is the responsibility of the director to ensure we are meeting all expectations of members, welcoming new members, reaching out to lapsing members, and grow member base. Communicating member benefits is a large part of this role.

WHAT YOU WILL ACCOMPLISH:

- Welcome all new AIGA AZ Members
- Follow up with lapsing members to prevent lapse
- Send regular communications to members to increase engagement
- Be present out in the community to speak the benefits of membership
- Brainstorm ways we can increase member benefits – whether that be members only swag, events, discounts, etc.
- Host at least (2) member drives

WHO SHOULD APPLY:

- Desire to network and meet the creative community
- Face of AIGA Arizona
- Comfortable talking to a lot people
- Staying organized and remembering faces and names

HOW TO APPLY:

We are very excited to review your application. Please follow the steps below. All documents and questions should be submitted to apply@arizona.aiga.org.

1. **Letter of Intent:** please submit a one page (maximum) letter of intent explaining why you are interested in the role and what makes you particularly qualified for the position.
2. **Current Resume and Contact Information**
3. **Two professional reference statements:** may be current or former supervisors or colleagues.
 - a. This is a 100-250 word statement that speaks to the skills required for the role, and why the candidate is a fit.
4. **Completed Tasks:**
 - a. List of up to 2 recently completed (within the last 5 years) tasks, assignments, positions, etc. that you would be relevant to this particular position. Please include a brief description of each and how that experience may be relevant to this position.