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## Director of Member Services

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### What is LPMA powered by Interchange 360?

The Lubricant Packaging Management Association (LPMA) powered by Interchange 360 was created by the producers of petroleum and automotive products with the purpose of providing Extended Producer Responsibility (EPR) compliance options for its members and supporting the development of circular material management solutions for their petroleum-based and related products and packaging.

As a 501(c) nonprofit, LPMA powered by Interchange 360's directive is to provide the Producers of petroleum and automotive products with sustainable, transparent, and cost-effective support for their EPR Compliance needs and their Circular Economy objectives.

### Position Overview

Reporting to the Chief Executive Officer (CEO), the Director of Membership Services will be responsible for managing member relations, overseeing the registration process, providing quarterly reporting support, coordinating member communications, organizing semi-annual member workshops, setting fees, and developing Eco modulation policies. This role is critical in ensuring member satisfaction, compliance, and engagement, and it requires a deep understanding of the US industry, stakeholders, and EPR laws.

### Key Deliverables for the Role

#### Member Relations and Support:

- Lead and manage membership services to ensure effective member engagement and support.
- Manage the registration process for all members, ensuring compliance through timely invoicing and collection of membership fees.
- Develop and implement strategies to identify, recruit, engage, and retain members from the petroleum and automotive industries.
- Provide support and guidance to members regarding reporting requirements and compliance needs.
- Lead the member reporting verification program.
- Address and resolve member inquiries and issues promptly and effectively.

### **Communications and Workshops:**

- Develop and execute comprehensive communication plans to keep members informed about LPMA initiatives, updates, and industry developments.
- Coordinate and organize semi-annual member workshops to facilitate knowledge sharing, networking, and collaboration.
- Create and distribute regular newsletters, updates, and reports to keep members engaged and informed.

### **Fee Setting and Eco Modulation Policies:**

- Develop and manage membership fee structures, ensuring transparency and fairness.
- Design and implement Eco modulation policies to meet state requirements
- Communicate and explain fee structures and Eco modulation policies to members as needed.

### **Quarterly Reporting Support:**

- Provide support to members in preparing and submitting quarterly reports, ensuring accuracy and compliance with requirements.
- Develop and distribute guidance materials and tools to assist members with reporting requirements.

### **Stakeholder Engagement:**

- Build and maintain strong relationships with key stakeholders, including industry associations, regulatory bodies, and community organizations.
- Represent LPMA at official matters, including conferences, events, and media interviews.
- Engage and support advisory boards and member stakeholder groups to enhance LPMA's reputation and manage any issues.

### **Financial Management:**

- Develop and manage the membership services budget, ensuring financial targets are met and cost-effective operations.
- Collaborate with the national organization to set annual operating budgets, update relevant forecasts, and manage financial performance.
- Identify approaches to manage costs, improve efficiency, and leverage national services to avoid duplicating costs and resources.

## Qualifications

- Bachelor's degree in Business Administration, Communications, Environmental Science, or a related field.
- A minimum of 10 years of experience in membership services, stakeholder engagement, or related fields with experience in the environmental, petroleum, or automotive sectors preferred.
- Strong understanding of US industry stakeholders and EPR laws beneficial.
- Proficiency in using membership management software and tools, including email, webinars and CRM software.

## Personal Attributes

- Customer-focused mindset with a strong commitment to providing exceptional service to members.
- Strong organizational and multitasking skills, with the ability to manage multiple projects and deadlines effectively.
- Detail-oriented with strong analytical and problem-solving abilities.
- Excellent written and verbal communication skills, capable of conveying complex information clearly and concisely.
- Collaborative and team-oriented, with the ability to work effectively with internal and external stakeholders.
- Proactive and self-motivated, with a high level of initiative and the ability to work independently.
- Adaptable and flexible, able to thrive in a dynamic and fast-paced environment.
- Excellent time and productivity management and skills and experience working in a remote workplace environment.

## Compensation and Other Benefits

- The annual base salary range for this position is \$165,000 - \$185,000. The actual base salary offered to a successful candidate will be based on a variety of factors in accordance with applicable law, including the successful candidate's relevant experience, skills, knowledge, and work location.
- In addition to base salary, this role is eligible for benefits including medical plan, life insurance, 401k matching and paid time off.
- Professional development opportunities.
- Flexible working arrangements.