

**ASSOCIATED BUILDERS AND CONTRACTORS  
METRO WASHINGTON CHAPTER**

**Job Description: Director of Member Services**

**Organization:** Associated Builders and Contractors of Metro Washington

**Title:** Director of Member Services

**Reports to:** President/CEO

**Location:** Beltsville, MD

**Date:** January 12, 2026

**Job Summary:**

Are you ready to make a meaningful impact in communities across the DC Metro Area? The Associated Builders and Contractors of Metro Washington (ABC of MW) is seeking a dynamic Director of Member Services to lead and elevate our membership efforts. This leadership role oversees membership development and retention while strengthening the internal processes and infrastructure that support ABC of Metro Washington's mission, vision, and strategic goals. The Director of Member Services provides strategic direction and operational leadership for all membership initiatives, including chapter membership growth and retention—ensuring the organization is well-positioned for continued growth and success.

**Supervision Received:**

- This position operates under supervision of the President/CEO and is expected to perform all tasks related to the position's basic functions and work performed without direct supervision.

**Staff Liaison to:**

- Membership Committee
- Estimating Peer Group

**ABC of Metro Washington Mission:**

To protect and enhance the merit shop philosophy within the construction industry, to advocate for the industry, promote member excellence in safety, and to engage members to succeed in a changing marketplace.

**ABC of Metro Washington Vision:**

ABC of Metro Washington is the pre-eminent advocate for fair and open competition and the merit shop philosophy, and the premiere commercial construction association in the metropolitan Washington, DC area.

**ABC of Metro Washington Core Values:**

- ABC values the free-market system as the basic premise of economic freedom.
- ABC believes in open and fair competition.

- ABC values a commitment to continually strive to attain the highest standards of performance in business and construction.
- ABC believes in strength in diversity and inclusiveness.
- ABC values personal and corporate integrity and trust.
- ABC values industry and personal professionalism.
- ABC values good corporate citizenship.
- ABC values lifelong learning and a commitment to developing the future and current workforces.
- ABC values good stewardship and fiscal responsibility in the leadership and management of the association.

### **Essential Functions:**

#### **Membership/Events**

- Drive recruitment, engagement, and retention for the association.
- Promote chapter and national affinity programs.
- Direct the prospecting, onboarding and exit process for members utilizing the assistance of the association staff, board of directors, membership committee, other committees, and the membership at large.
- Manage Member Services Coordinator position and outside agencies to achieve membership program goals and objectives.
- Provide member services in a timely and professional manner, including to new members, prospective members, and during retention visits/meetings.
- Provide guidance for all staff about their role in recruiting and retaining members.
- Oversee the production of the annual print and online membership directory and buyers' guide, and the CBE directory, with the support of the marketing director and membership administrative assistant.
- Respond to Contractor Referral requests, as well as requests for small, woman-owned, minority-owned, Certified Business Enterprises (CBEs) and other designated contractors.
- Maintain accurate records of all contact with members, prospective members, and other stakeholders as part of member engagement efforts.
- Attend ABC National's annual membership professional development program events and local membership summits as applicable, and as budget allows.
- Represent ABC of Metro Washington at all chapter functions, including monthly dinner meetings, annual golf outings, special events, etc. Assist with registration and/or other duties as assigned.
- Direct new and future member hosting program with the Metro Washington Board of Directors, committee chairs, and membership committee for each applicable event.

- Direct annual member anniversary program with the board of directors and staff, including awards, outreach and tracking.
- Direct annual Meet the Generals event including outreach to member GCs and member and non-member attendees, with support from Events & Marketing Directors.
- Direct and assist with meet and greet events such as Coffee & Conversation, New Member Receptions, and Member Open House.
- Collaborate with staff to monitor and promote member engagement for all events and programs.
- Represent ABC of Metro Washington at industry-related functions.

### **Annual Budget**

- Work in partnership with President/CEO to develop annual membership budget.

### **Strategy, Vision and Leadership**

- Perform as a front-facing association representative through outreach, presentations and developing strong relationships with professional contacts and organizations, board of directors, and the membership at large.
- Collaborate with other staff directors to deliver the overall mission and vision of the association, which includes all facets of services the association delivers: government affairs, education and training, workforce development and business development.
- Develop and maintain membership reports reflecting member trends, demographic data, membership status and benchmarking reports.
- Oversee the chapter's in-house database in conjunction with ABC National and staff.
- Assist the President with developing and implementing the strategic plan, develop quarterly KPIs and presentation PowerPoint for the Board of Directors, and participate in annual leadership retreat.

### **Administration**

- Direct and produce the annual dues renewal process.
- Collaborate with CraftMasters Training Academy (CraftMasters) staff to ensure that members using CraftMasters services renew to receive member rates.
- Produce monthly financial dues reports with the staff controller and ABC National.
- Prepare and monitor annual membership budget.
- Supervise and direct the work and professional development of the Member Services Coordinator (shared with the Director of Government Affairs and the President).

**Human Resources/Team Development**

- Perform as the ABC National POC for staff in the areas of technology and resources:
  - a. Manage training for staff on all ABC National support systems and database and other ABC National resources (including ABC National Connections, Merit Connection, and ABC Branding Center).
  - b. Assist with staff meeting agendas.
- Other duties as assigned.

**Minimum Qualifications:****Education and Experience:**

- B.A./B.S. degree or equivalent work experience.
- 7-10 years of related work experience, preferably in a non-profit environment.
- Experience in a supervisory position is required.

**Knowledge, Skills, & Abilities:**

- Demonstrated understanding of association management and operations.
- Demonstrated capability of strategic thinking.
- Proficiency with Microsoft Office, contact management software, email marketing software, desktop publishing, and database management.
- Strong written and verbal communications skills.
- Working knowledge of social media platforms.
- Exceptional organizational skills.
- Strong attention to detail.
- Exceptional member (customer) service outlook and capability.
- Strong team player.

**Compensation:**

- Base Salary: \$110,000 - \$130,000.
- Annual bonus opportunity based on individual and organizational performance.

**Working Conditions:**

- General office.