



**JOB TITLE: Director, Constituent Relations**

Division:	Accreditation	Reports To:	Chief Accreditation Officer
Prepared By:	J. Sussman, CAO, CIO	Date:	8/2018; 10/2020
Approved By:	Michael K.J. Milligan, Exec Dir., CEO	Date:	8/2018; 10/2020

**SUMMARY:**

The Director, Constituent Relations (DCR) will be responsible for directing all activities associated with building strategies and maintaining strong relationships with ABET member societies and other constituents (such as industry, other accreditors, and related organizations as assigned). Outreach to these groups, including development of effective communications is imperative. This requires the knowledge and experience required to both establish and build relationships and rapport with constituents, troubleshooting challenging situations, and working with minimal supervision. Nurturing relationships with member societies requires the incumbent to represent ABET at relevant society meetings and conferences.

The incumbent must be able to think strategically, building forward-looking plans to engage constituents, anticipating their future needs, and crafting executable plans to address a wide range of issues. This position works closely with all members of ABET’s management staff and reports directly to the Chief Accreditation Officer. The incumbent will also work closely with other ABET Directors on matters related to member society communications and participation on various ABET activities.

The incumbent will also engage the Industry Advisory Boards (IABs) in order to reinforce the value proposition regarding industry support for ABET volunteer release time within the broad variety of represented enterprises.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

To perform this job successfully, the incumbent must be able to perform each essential duty satisfactorily. The required skills listed below are representative of the knowledge, skill, and/or ability required. Other duties may be assigned.

- As a senior member of the ABET HQ staff, is an exemplar for all employees with respect to effective teamwork and adoption of ABET Core Values, Core Purpose, and Value Proposition
- Provide a primary point of contact to ABET member societies for all ABET issues in which they may be engaged.
- Manage the admission process for prospective member societies.
- Represent ABET at appropriate member society functions such as annual meetings, conferences and education meetings as necessary.
- Project Manager for all ABET HQ member society functions (e.g., Society Summit)
- Assist societies in completing Accreditation Commission nominations, visit assignments for Program Evaluators (PEVs), and manage PEV remediation and expulsion cases.
- Serve as primary ABET HQ contact for all issues related to PEV candidates during the identification, application and approval process.
- Develop new tools and processes to enhance services to member societies. Collaborate with the various functions within member societies to assist the development of society awareness of ABET’s role in

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influencing the career growth and development of society members

- Serve as staff liaison to the Industry Advisory Council (IAC) and assist IAC leadership in developing agendas, arranging meeting logistical support, assisting with the recruitment of new members, and providing other support as required
- Establish a collaboration with Marketing and Communications to develop communication strategies essential for keeping all classes of constituents well informed on relevant issues.
- Manage special projects as assigned.
- Other duties as assigned

**SUPERVISORY RESPONSIBILITIES:** None

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The required skills listed below are representative of the knowledge, skill, and/or ability required.

**REQUIRED SKILLS:**

- Demonstrated professionalism, tact, diplomacy and a clear, courteous manner when dealing with all HQ staff, ABET Experts and constituents.
- Highly developed communications skills: the ability to clearly and positively influence, motivate, and persuade others in a manner consistent with ABET's Core Values, Core Purpose and Value Proposition.
- Demonstrated ability to effectively build and nurture strong teaming relationships with other members of ABET HQ staff built on mutual trust and a desire to elevate the overall effectiveness of the organization.
- Ability to identify trends in higher education broadly, technical education, federal government policies and business and industry practices, and articulate their relevance to ABET strategies, programs, and member societies.
- Understand ABET member societies' educational activities, and the issues they find most challenging.
- Ability to develop the trust of their counterparts within member societies that ABET will address those issues most important to them.
- Ability to work with minimal supervision and make decisions within his/her area of responsibility
- Excellent project management, organization, and multi-tasking skills.
- Proficiency in Microsoft Office; excellent computer and organization skills.

**EDUCATION AND/OR EXPERIENCE:**

- Bachelor's degree from an accredited institution in communications, engineering, marketing, business management, psychology, sociology, or a related field of study required.
- Graduate Degree from an accredited institution in communications, marketing, business management, psychology, sociology, or a related field of study is preferred.
- At least 15 years of professional work experience in positions of increasing complexity.
- Previous experience in public relations, constituent relations or member relations is required.
- Previous experience within volunteer organizations preferred.
- Previous experience with educational program accreditation activities preferred.
- Previous experience at one of ABET's member societies-either as a staff member, or as a volunteer directly engaged in their society's educational activities and accreditation is a plus.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to walk and sit. The employee is occasionally required to stand; sit; reach with hands and arms; and stoop, kneel, or crouch.

Travel including overnight stays may be required.

The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position.

The noise level in the work environment is usually quiet.

**ABET CORE VALUES**

The Director, Constituent Relations will embody the ABET Core Values by respecting the contributions provided by her/his co-workers, ABET Experts and customers. The values we embrace:

- **Authentic** - My actions will reflect the respect I have for the professional relationships we have developed. I will balance my objectives with sensitivity for others while instilling trust in those with whom I work.
- **Business-Like** - I will conduct myself professionally at all times, while committing to delivering world-class results and satisfying experiences – both inside our organization and while interacting with our external stakeholders.
- **Expert** - I will demonstrate expertise in my area of responsibility, constantly challenging myself to learn more while applying those lessons learned to improving the efficiency and impact of our organization. I am also committed to taking advantage of the opportunities ABET provides me to refine my expertise and help further my professional development. I will seek out and participate in assignments that I am qualified by education and experience and will rely on the expertise of my peers in the areas outside of my own.
- **Targeted** - I will focus my efforts on specific objectives that will enable me to deliver results to create a positive impact to further ABET’s core purpose.

EMPLOYEE NAME:

Employee Signature:

Date:

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