



JOB DESCRIPTION

Position:	Education & Membership Specialist
Classification:	Non-Exempt
Reports to:	Executive Director
Salary:	Pending Experience

Job Summary

Join an exciting, engaging company that provides a high level of professional and personalized service to our clients which allows them to achieve their goals. You will experience a fun, team-focused work environment while utilizing and growing your skills and talents.

Our team provides a highly responsive environment, which includes high expectations for both strategic and operational tasks including oversight and administration of educational initiatives as identified by the Board of Directors. This position has extensive member contact and requires leadership attributes.

The individual in this position must be well-organized, have strong verbal and written communications and be customer-service focused.

The Education & Membership Specialist will provide administrative support to two professional association clients. Responsibilities include extensive contact with members, online program management, website administration, working with committees, and other client support.

Online Program Management

- Work with Education Committee to develop new educational products;
- Develop new program content, slides, videos, and animations under the direction of the Education Committee;
- Design an evaluation to assess learner's knowledge and competence;
- Create timelines and schedules to keep projects on time and on budget;
- Analyze best practices and business models for education initiatives factoring in cost and return on investment;
- Provide technical assistance to individual course users by assisting with online account access inquiries via email and phone;
- Manage course information on integrated websites including creating course registration pages and updating course information and content;
- Research learning management systems or other educational products, best aligned to meet programming needs;
- Maintain key vendor relationships for maintenance of online offerings.

Website & Database Support

- Maintain client websites with updated information;
- Under the direction of the Communications Committee, assist in the development of new website and social media content;
- Maintain membership data on websites and databases, including dues, status and profile updates;
- Assist with group registration processing and invoicing.

Administrative Responsibilities

- Manage email correspondence and phone lines and respond in a timely and professional manner;
- Support organizational programs, including Annual Conferences, as requested;
- Facilitate meetings with assigned committees including distributing invitations, developing agendas, recording meeting minutes, and managing execution of action items;
- Present dashboards and other reports to committees, leadership and executive staff on an on-going basis
- Prepare invoices, memos, letters, and other documents using word processing, spreadsheet, database or presentation software;
- Maintain a filing system for easy retrieval of client documents, records and reports;
- Support the recruitment and retention of members;
- Order and manage letterhead, envelopes and organizational brochures;
- Produce badges, marketing materials, conference brochures and other communications as requested;
- Assist with invoicing, dues renewals, and payment processing.
- Other duties or projects as assigned.

Marketing

- Consult with Executive Director on developing an overall education strategic marketing plan to increase visibility and sales of education products, including social media campaigns, survey administration, electronic mailings, creation of newsletter content, and generation of reports for targeted promotional activities;
- Partner with industry societies for product endorsements and cross promotion opportunities;
- Consult with Executive Director on leveraging the public view of the organization.

Required Travel

Domestic and international (3-5 times per year).

Desired Qualifications

Association/Society experience preferred, but not required.

The successful candidate will have:

- An Associate's Degree or higher or equivalent experience;
- 2+ years of executive support, with strong administrative, project management and decision-making skills;
- Personal Computer literacy skills (Microsoft Office: Word/Excel/PowerPoint/Outlook);
- Ability to communicate effectively through written and verbal communication;
- Ability to effectively work and handle numerous tasks, matters, issues and assignments;
- Ability to produce professional project outcomes with minimal amount of errors; including spelling, punctuation and grammatical errors;
- Ability to set and achieve deadlines;
- Discipline to successfully work without close supervision;

- Ability to develop strong relationships that instill trust and confidence;
- Ability to adapt to changing priorities;
- Ability to perform well under stressful situations;
- Ability to speak publicly;
- Ability to anticipate, create, write and implement operational policies and practices;
- Ability to travel nationally and internationally;
- Ability to stand and walk for long periods of time;
- Ability to work outside standard hours as needed, including evenings and weekends;
- Ability to lift 30 pounds.

About Us

Global Management Partners (GMP) is a full-service association management company (AMC) located in St. Louis Park, MN, providing professional management services to various member organizations. GMP's preferred model is to work with small to medium-sized associations. This niche allows us to provide the high level of personalized attention and outstanding customer service that we value.

GMP is a progressive organization that focuses on values and supports continuous learning at all levels. We believe that innovation, creativity and exposure to the best practices are essential in order to bring new ideas to our clients.

GMP's Mission: To empower our clients to thrive, grow and advance their missions to reach their fullest potential.

GMP's Vision: To make a positive impact globally by sharing our expertise, skills and resources with our partners.

GMP's Core Values: Accountability, Commitment, Support, Inclusiveness, Authenticity, and Excellence.

GMP's Position Statement on Diversity: Diversity is an integral facet of the global landscape and is a critical component to the success of all professions including association management companies (AMCs). Diversity in its many dimensions including ethnicity, nationality, race, culture, religion, gender, sexual orientation, socioeconomic background, mental and physical abilities, learning styles, values, and viewpoints enriches the work we do internally and with our clients.

Visit our website at www.gmpartners.org for further information. We offer competitive salary and benefits to commensurate with experience in a casual but professional work environment.

Email resume and cover letter with salary requirements to HR@gmpartners.com. No phone calls please.