



## **JOB DESCRIPTION**

**Position:** Membership & Communications Specialist

**Classification:** Non-Exempt

**Reports to:** Executive Director

### **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 Board and committee support, membership database and dues management, website, social media, and publications administration, marketing and educational project support, support of meetings and other general support.

Responsibilities include extensive contact with members. The individual in this position must be well-organized, be a self-starter, have foresight, have strong verbal and written communications and be customer-service focused.

### **General Responsibilities**

- Manage correspondence (mail, email and listserv) and phone lines and respond in a timely and professional manner
- Prepare invoices, memos, letters, and other documents using word processing, spreadsheet, database, or presentation software
- Committee support and oversight
- Serve as staff lead for committees as assigned
- Assist with the development of committee meetings and conference calls, including agenda and supporting materials; record and transcribe minutes and action items follow up
- Prepare and circulate invitations for meetings and events; manage attendance
- Present dashboards and other reports to committees, leadership, and executive staff on an on-going basis
- Member communication and support
- Assist with the Society marketing efforts including but not limited to social media and Society communications (creation and distribution of marketing materials including email blasts, social media posts, newsletter, informational brochures, educational products, journal and other communications materials)

- Assist with fundraising efforts including distribution of contribution acknowledgements to associations donors
- Support organizational programs including annual conferences and virtual meetings as requested
- Assist with researching, assembling, and analyzing statistical data and prepare reports
- Maintain a filing system for easy retrieval of association and foundation documents, records and reports
- Assist with the administration of grants as requested
- Coordinate awards, plaques and tributes as needed
- Review operating practices and recommend efficiencies and improvements where needed
- Maintain and update Society website and database to ensure it stays up to date
- Coordinate project-based work
- Work collaboratively and efficiently in a virtual and global environment
- Other duties or projects as assigned

### **Membership Support and Responsibilities:**

- Work collaboratively with the Membership Committee
- Manage the membership process including dues and application processing
- To evaluate the current recruitment & retention efforts of members and to develop and implement improvements if needed
- Maintain and update membership data on websites and databases, including dues, status and profile updates
- Assist with timely invoicing, dues renewals, and payment processing
- Assist with development and implementation of a global strategic marketing plan for the organization's membership
- Other membership duties or projects as assigned

### **Meetings Support and Responsibilities:**

Assist with meeting logistics which may include and are not limited to:

- Ensure shipping of all necessary materials and supplies to and from meetings
- Procure signage for all meetings
- Manage registration for meeting and corresponding events, staff on-site registration desk
- Maintain meeting website
- Produce badges, marketing materials, conference brochures and other communications as requested
- Coordinate mailings for meeting activities
- Arrange for member gifts and services as requested
- Assist with registration processing and invoicing
- Other duties or projects as assigned

### **Required Travel**

- Estimated travel is 2-4 times per year once live meetings are resumed

### **Desired Qualifications**

Association/Society experience preferred.

The successful candidate will have:

- An associate degree or higher
- 3-5 years of executive administrative support, with project management and decision-making skills
- Experience in a professional office environment preferred
- An open mindset, is tech savvy and a quick learner
- Proficiency with Microsoft Office Suite Products: Word/Excel/PowerPoint/Outlook/Teams/Publisher/Skype
- Knowledge and experience with database and website management (knowledge of html and css is a plus)
- Knowledge of G Suite products (Google sheets, forms, Google Analytics, etc.)
- Social Media experience
- Survey management experience (Survey Monkey)
- Project Management experience (knowledge of Trello or other project management tools is a plus)
- Understanding of digital marketing is a plus (including digital advertising)
- Event coordination and shipping experience
- Ability to communicate professionally and accurately through written and verbal methods
- Ability to effectively handle numerous tasks, matters, issues, assignments, and demands on time
- Ability to prioritize multiple clients' needs and/or willingness to ask for guidance in priority setting
- Excellent time management and organizational skills
- Ability to produce professional documents with minimal amount of errors, including spelling, punctuation and grammatical errors
- Self-motivation and self-direction, and work well in small-team dynamics
- Discipline to successfully work without close supervision
- Ability to provide strong and prompt customer service
- Ability to adapt to changing priorities and perform well and keep professional communication under stressful situations
- Ability to anticipate, create, write, and implement operational policies and practices
- Ability to be resourceful
- Ability to travel nationally and internationally
- Ability to stand and walk for long periods of time
- 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 through long-term partnerships 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](http://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 Andrea VanDeWiele at [hr@gmpartners.org](mailto:hr@gmpartners.org) . No phone calls please.