



JOB DESCRIPTION

Position: Client Relations Specialist

Classification: Non-Exempt

Location:

Reports to: Executive Director/Associate Executive Director

Salary: Pending Experience

Last Updated: 3/28/2023

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. Our team provides a highly responsive environment, with high expectations for meeting both strategic and operational tasks of our clients including society communications, membership and committee support, website and social media management, marketing and project support, support of meetings, and other general administration. At GMP you will experience a fun, team-focused work environment while utilizing and growing your skills and talents. We also offer a flexible work environment where you can work at home or in the office.

The Client Relations Specialist will provide administrative support to GMP clients. Responsibilities include extensive contact with members, website administration, working with committees, and other client support.

General Responsibilities

- Manage correspondence (mail, email and listserv) and phone lines and respond in a timely and professional manner
- Assist with the development of committee meetings and conference calls, including agenda and supporting materials; record and transcribe minutes
- Prepare and circulate invitations for meetings and events; manage attendance
- Maintain client websites with updated information
- Maintain membership data on websites and databases, including dues, status and profile updates
- Manage meeting, sponsorship, abstracts and other event related registrations
- Assist with client publications including newsletters and meeting materials
- Prepare invoices, memos, letters, and other documents using word processing, spreadsheet, database or presentation software
- Conduct research, assemble and analyze statistical data and prepare reports
- Maintain a filing system for easy retrieval of client documents, records and reports
- Support the recruitment and retention of members
- Oversee the membership directory
- Assist in program planning, speaker communications and timelines for client meetings

- Manage registrations for meetings and events
- Procure signage for all meetings and events
- Produce badges, marketing materials, conference brochures and other communications as requested
- Coordinate mailings for client activities
- Arrange for member gifts and services as requested
- Represent clients in exhibit booths, during onsite meetings and at other activities as identified
- Other duties or projects as assigned

Minimum Knowledge, Skills, and Abilities

- Associate Degree in business management, marketing, or similar
- At least three years of experience in an executive support role
- Strong administrative, project management and decision-making skills
- Personal computer literacy skills (Microsoft Office: Word/Excel/PowerPoint/Outlook)
- Knowledge of database management and overall technology savvy.
- Strong written and verbal communication skills Ability to multi-task and effectively handle numerous tasks, matters, issues, and assignments.
- Ability to prioritize multiple needs and/or willingness to ask for guidance in priority setting.
- Excellent time management and organizational skills.
- Ability to produce professional documents with minimal number of errors; including spelling, punctuation, and grammatical errors.
- Ability to work cooperatively in small team dynamics and independently without close supervision.
- Strong self-motivation and self-direction
- Ability to provide strong and prompt customer service.
- Ability to adapt to changing priorities and perform well under stressful situations.
- Ability to anticipate, create, write, and implement operational policies and practices.
- Ability to be resourceful.

Preferred Knowledge, Skills, and Abilities

- Association experience.
- Experience in a professional office environment.

Physical Requirements: Primarily standing work, exerting up to 30 lbs. of force occasionally. Primary working while standing, with constant walking, stooping, crouching, and kneeling; frequent reaching, carrying, lifting, pushing, pulling, fingering, grasping, typing, talking-speaking clearly, hearing-conversation, and seeing-nearby.

- Ability to occasionally assist in client meetings and events.
 - Must be able to stand and walk for long periods of time (4-6 hours) for 2-7 days.

Work/Environment: Moderate noise level with occasional higher noise level and frequent interruptions consistent with an office environment.

Personal/Physiological: Interaction with people, working around people, planning of activities, making judgements in emergency situations, delegating work, and holding oneself and others accountable

for meeting deadlines and finishing work, frequent changes in duties and volume of work, intra-organizational and client communication.

About Us

Global Management Partners (GMP) is a full-service association management company (AMC) located in Roseville, 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 for further information. We offer competitive salary and benefits to commensurate with experience in a casual but professional work environment.

How to Apply

Email resume to The Employer Group at jobs@theemployergroup.com. No phone calls please.