



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 association 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 Member Experience Specialist plays a critical role in membership, communication, and administrative support to their assigned client team. They will be responsible for supporting membership engagement, communication and marketing efforts, collaborating with committees, and general support to activities in alignment with the Association's mission and objectives.

Key Responsibilities

I. Membership Responsibilities

- Ensure adequate completion of projects within set budget and timeline.
- Collaborate with the Committee and/or Team to develop and implement annual membership plans to meet the organization's year-round initiatives.
- Maintain membership data on websites and databases, including dues, status and profile updates
- Support the membership process by processing applications, payments, invoices, and renewal dues in a timely manner processing.
- Respond and assist with questions and inquiries from members
- Support the recruitment and retention of members
- Oversee and maintain the membership directory
- Assist with exporting membership data and preparing reports as needed.
- Help with the evaluation and identifying process improvements within the recruitment & retention efforts of members
- Assist with development and implementation of marketing plan for the organization's membership
- Assist with the career center postings and collection of revenue
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II. Administrative and General Support Responsibilities

- Manage phone lines and all other correspondence in a timely and professional manner.
- Manage the Association's info inbox to assist with inquiries and questions from members
- Maintain an orderly filing system to ensure easy retrieval of documents, records, and reports
- Provide committee oversight and support with managing meetings and conference calls by scheduling, circulating invitations, tracking attendance, agenda and supporting materials, meeting minutes, and action item follow-up.
- Prepare invoices, memos, letters, and other documents
- Assist with researching, assembling, and analyzing statistical data to prepare reports
- Support organizational programs including annual meetings and virtual meetings as requested, including manage meeting, sponsorship, abstracts and other event related registrations; procure signage; produce badges, marketing materials, conference brochures and other communications; coordinate with exhibitors and exhibit hall vendors



- Assist with the marketing efforts including but not limited to social media and client 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 maintaining and updating client(s) website, database, and directory to ensure it stays up to date.
- Support the membership process including application, timely invoicing, dues renewals, and payment processing, and recruitment and retention efforts
- Support project-based work such as awards, association programs and education,
- Support routine updates to the website.
- Assist with fundraising efforts including distribution of contribution acknowledgments to associations donor.
- Ensure adequate completion of projects within set budget and timeline.
- Review operating practices and recommend efficiencies and improvements where needed
- Attend required GMP meetings and events and participate in GMP trainings.
- Foster a positive and inclusive work environment that encourages teamwork, creativity, and continuous learning.
- Perform other duties or projects as assigned.

Minimum Knowledge, Skills, and Abilities

- High School diploma/GED, Associate degree, Bachelor's degree in communications, business, marketing, public relations, event management or related field.
- Minimum of 3 years of relevant experience in customer services, membership, communications, and event support.
- Proficient computer literacy skills (Microsoft Office: Word/Excel/PowerPoint/Outlook).
- Excellent communication skills to include writing, speaking and the ability to adapt communication style to fit the situation and audience.
- Excellent organizational and time management skills; ability to plan and coordinately work independently balancing multiple work demands in a fast-paced environment.
- Excellent interpersonal skills with the ability to develop strong relationships that instill trust and confidence.
- High level of attention to detail in all aspects of work, particularly in communications and data management.
- Basic skills in graphic design software (e.g., Canva) for creating marketing materials.
- Ability to lead multiple projects, set priorities, schedule staff assignments, and manage multiple deadlines.
- Ability to collaborate and empower internal and external teams.
- Ability to adapt to changing priorities.
- Ability to work outside standard hours occasionally, including evenings and weekends.

Preferred Knowledge, Skills, and Abilities

- Association/Society experience preferred.

Physical Requirements: Primarily sitting work, exerting up to 20 lbs. of force occasionally. Primary working while sitting, with occasional walking, stooping, crouching, and kneeling; frequent fingering, grasping, typing, talking-speaking clearly, hearing-conversation, and seeing-nearby.

- Ability to occasionally assist in client meetings and events.



- Must be able to travel nationally and internationally (1-3 times per year)
- Must be able to stand and walk for long periods of time (minimum of 8 hours) for 5 days.

Work/Environment: Moderate noise level 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.

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.

To Apply: Send resume to jobs@theemployergroup.com with the position title in the subject line.