



**Position:** Member Experience Specialist

**Classification:** Exempt

**Reports to:** Executive Director

**Last Updated:** 12/19/2024

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

## **Key Responsibilities**

### **I. Meetings Responsibilities**

- Ensure adequate completion of projects within set budget and timeline.
- Assist Meetings and Marketing Manager with meeting logistics, including the management of shipments; procurement of meeting materials and supplies; program planning; vendor, attendee, and speaker communications; coordinate award recognitions; and procure signage
- Support meeting technology management including mobile app, on-demand platform, email communications, and onsite registration
- Produce name badges, marketing materials, conference brochures and other communications as requested

### **II. Communications Responsibilities**

- Assist with the associations' marketing efforts including but not limited to social media and member communications (creation and distribution of marketing materials including email blasts, social media posts, newsletter, informational brochures, educational products, annual meeting promotions, journal, and other communications materials)
- Support listserv management and member-engagement platform
- Provide routine analysis of the associations' website – recommend updates and implement accordingly.
- Ensure member requests are evaluated and implemented as needed.
- Track data analytics of the association's website, social media, and other channels.
- Adhere to the associations' branding guidelines in all of the communication and marketing materials.
- Manage the content calendar and ensure the timely release of external communications.

### **III. 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



- 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
- Follow and support accounting and administrative processes
- Support project-based work such as awards, association programs and education
- 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's 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/or 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.

### **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](http://www.gmpartners.org) for further information. We offer competitive salary and benefits to commensurate with experience in a casual but professional work environment.