



At Global Management Partners, we're passionate about helping mission-driven organizations thrive. As a full-service association management company, we deliver personalized, high-impact support that empowers our clients to achieve their strategic goals. Our team is known for being responsive, collaborative, and committed to excellence in everything we do—from membership and committee support to communications, marketing, meetings, and operations.

We offer competitive salary and benefits to commensurate with experience in a casual but professional work environment. We offer a flexible work environment where team members can work from home or in our office, and we foster a fun, inclusive, and team-oriented culture that encourages professional growth and innovation.

#### **What We Value:**

- **Accountability** – We take ownership of our work and continuously strive to improve.
- **Commitment** – We go the extra mile to make our clients' work easier and more impactful.
- **Support** – We approach every challenge with empathy and a client-first mindset.
- **Inclusiveness** – We value diverse perspectives and create space for everyone to thrive.
- **Authenticity** – We communicate openly, honestly, and with integrity.
- **Excellence** – We hold ourselves to high standards because our clients' success is our success.

Join us and be part of a team that's making a difference—one client, one project, and one partnership at a time. Learn more at [www.gmpartners.org](http://www.gmpartners.org).

**Position:** Member Experience Specialist

**Classification:** Exempt

**Reports to:** Executive Director

**Last Updated:** 07/28/2025

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

#### **Key Responsibilities:**

##### **I. Membership Responsibilities**

- Collaborate with the team to develop and implement annual membership plans to meet the organization's year-round initiatives.
- Ensure adequate completion of projects within set budget and timeline.
- 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.
- Assist with exporting membership data and preparing reports as needed.

##### **II. Administrative and General Support Responsibilities**

- Manage email and phone lines and all other correspondence in a timely and professional manner.
- Maintain an orderly filing system to ensure easy retrieval of documents, records, and reports.



- Provide support with managing client 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.
- Serves as the meeting registrar including, setting up registration webpage, process group registration, answers questions, issue visa invitation letters and certificates of attendance, onsite reg desk.
- Supporting accounting through processing all accounts receivables.
- Support organizational programs including annual meetings and virtual meetings as requested
- Support communications efforts including but not limited to social media, bi-weekly digest email, and featured news stories on website
- 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.
- Displays GMP values.
- 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**

- Associate degree in business administration, office management, communications, or related area.
- Minimum of 2 years of relevant experience in customer service, administrative support, or communications, preferably in a membership-based or nonprofit environment.
- Proficient computer literacy skills (Microsoft Office: Word/Excel/PowerPoint/Outlook).
- Exceptional written and verbal communication skills, with the ability to write clearly, professionally, and accurately for diverse audiences.
- Comfortable communicating via email, phone, and in meetings with professionalism and clarity.
- Excellent organizational and time management skills; ability to plan and coordinately work independently balancing multiple work demands in a fast-paced environment.
- Strong customer service orientation with a professional and timely approach to member inquiries and support.
- Ability to build rapport and maintain positive relationships with members, volunteers, and team members.
- Strong attention to detail.
- 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 think strategically and perform tactically.
- Ability to adapt to changing priorities.
- Ability to anticipate, develop, write, and implement operational policies and practices.



- Basic understanding of data privacy

### **Preferred Knowledge, Skills, and Abilities**

- Association/Society experience preferred.
- Experience with membership databases, websites, and digital communication tools.

**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 (2-3 times per year)
  - Must be able to stand and walk for long periods of time (minimum of 8 hours) for 2-5 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 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.