



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.

Position: Client Relations Manager

Classification: Exempt

Reports to: Senior Director of Operations

Last Updated: 05/19/2026

The Client Relations Manager plays a critical role in supporting assigned client teams through membership, operations, and communications management. This role is responsible for membership strategy and campaigns, AMS administration, reporting, and cross-functional coordination.

Key Responsibilities

I. Membership and Operations Responsibilities

- Develop and execute annual operations plans.
- Accountable for managing operations, processes, association technology, and member services end-to-end.
- Ensure platforms (AMS, mobile apps, community boards, job boards, etc.) align with association needs and policies
- Serve as staff lead for implementation of new or updated client technology, with support from team
- Oversee dues processing, billing, refunds, and collections.
- Oversee and support assigned committees; meeting scheduling and logistics, agenda development and material preparation, minutes and action item execution
- Serve as staff lead as assigned for committees and SIGs
- Own SIG strategy, engagement, reporting, and leadership support (including Cabinet and financial tracking)
- Own Chapter strategy, engagement, reporting, and leadership support (including Cabinet and financial tracking)
- Prepare dashboards, summaries, and reports for committees and leadership
- Review operating policies and procedures
- Identify risks, inefficiencies, and gaps and implement process improvements



- Maintain organized filing systems and documentation to ensure continuity
- Lead development and execution of annual membership plans and campaigns.
- Lead recruitment and retention strategies as well as institutional member outreach and recruitment
- Manage AMS administration including data structures, forms, reporting and accuracy.
- Develop and track member benefits and value propositions.
- Produce dashboards and insights.
- Collaborate with communication team for membership messaging and promotions.
- Budget tracking and management for membership.

II. **Administrative and General Support Responsibilities**

- Support the development and implementation of annual communications and marketing plans.
- Ensure adequate completion of projects within set budget and timeline.
- Review operating practices and recommend efficiencies and improvements where needed
- Support assigned committees (scheduling, agendas, minutes, follow-up).
- 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.

Competencies

- **Accountability:** Leads operations priorities and execution.
- **Commitment:** Manages multiple priorities.
- **Support:** Oversees their annual project plans.
- **Inclusiveness:** Mentors staff and supports collaboration.
- **Authenticity:** Uses effective communication to professionally represent client and team.
- **Excellence:** Ensures operational quality and continuous improvement.

Minimum Knowledge, Skills, and Abilities

- Bachelor's degree in communications, business, marketing, public relations, event management or related field.
- Minimum of 5 years of relevant experience in membership management, operations, and communications.
- Proficient computer literacy skills (Microsoft Office: Word/Excel/PowerPoint/Outlook).
- Ability to balance responsibilities across multiple areas of responsibility and transition smoothly between differing workflows and priorities.
- High proficiency in Microsoft Office and AMS tools.
- Exceptional attention to detail.
- Strong project and operational management.
- Strong written and verbal communication skills.
- Strong relationship-building and stewardship skills.
- Ability to manage multiple membership programs.
- Ability to learn and manage multiple software platforms.
- Leadership and collaboration skills.
- Understanding of data protection and privacy regulations.



- Basic proficiency with modern digital tools, including LLMs, and a willingness to adopt new technology to improve effectiveness

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 (2-5 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.