



Manager, Association and Client Services

Reports To	Director, Association and Client Services
FLSA	Exempt - Full Time
City/State	Remote Based
Description	GENERAL DESCRIPTION OF POSITION

The Manager, Association and Client Services, will support assigned CGi clients, to include governance, marketing and communications efforts, database management, membership campaigns, and conference planning, as well as any other services that provide value to members and promote membership retention and growth under the supervision of the Director. The Manager will understand, articulate, and advocate the needs of client members while enhancing CGI's revenues through retention and business development.

Requirements	ESSENTIAL DUTIES AND RESPONSIBILITIES
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- With Director, oversee all aspects of developing, strengthening, and maintaining growth within assigned clients
- Collaborate with Marketing/Communications, Membership, Meeting Planning, Business Development, and other teams as needed to support client services, including reviewing client contracts regularly with team members for adherence
- Provide support for quality assurance and regulatory/501(c)3 compliance for assigned clients
- Ensure compliance for assigned clients with applicable state and federal laws and regulations
- Oversee effective financial reporting to assigned client boards and applicable executive committees, and alert board proactively to significant variances
- Oversee annual audit for assigned clients
- Ensure client satisfaction with services provided
- Provide strategic recommendations for growth, member engagement, and revenue diversification for assigned clients
- Lead assigned clients in creating and regularly updating a strategic plan
- Plan and implement membership and other growth campaigns for assigned clients
- Prepare and distribute materials for assigned client board meetings
- Manage member database/records of members for assigned clients, to include renewal processes



- Provide customer service to assigned client boards, members, and event attendees via phone and email
- Support assigned client conferences and events, to include continuing education, with Meeting Planning
- Manage budget and execute high ROI recruitment and retention strategies for assigned clients
- Maintain awareness of industry trends, standards, advancements, and influence change/improvements

EDUCATION AND EXPERIENCE

- Bachelor's degree from an accredited university with at least 2 years of professional experience in a related role
- Non-profit association work strongly preferred
- Demonstrated ability to provide quality customer service and to lead and balance work with our internal and external customers
- Program planning, implementation and evaluation experience preferred
- Highly organized and detail-oriented, flexible and collaborative with an ability to prioritize and manage multiple tasks simultaneously
- Excellent written and oral communication skills, and positive, can-do attitude
- CAE preferred

SOFTWARE SKILLS REQUIRED

- Proficient: Microsoft Office suite, including Excel, PowerPoint, Word, Outlook, SharePoint, and Teams
- Intermediate: Contact Management and Database

COMMUNICATION AND CRITICAL THINKING SKILLS

Ability to speak effectively before groups of customers or employees. Ability to solve practical problems and deal with a variety of known variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, or diagram formats.

EXPECTED TRAVEL

20%

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EQUAL EMPLOYMENT OPPORTUNITY

CGi is an equal opportunity employer and values diversity. All employment is decided on the basis of qualifications, merit and business need.