



Are you a collaborative, adaptable team player with a passion for transforming mission-driven organizations? Strategic Association Management (SAM) is seeking a self-starter with a track record of independently managing multiple projects in a customer/member-facing environment to fill the role of Meetings Manager.

The Association Account Manager plays a key role in the management and support related to association operations, including the day-to-day client-partner services and project administration. This position provides the unique opportunity to serve on multiple staff teams and to work with multiple mission-driven organizations.

The Association Account Manager must have the proven ability to collaborate with other team members in fast-paced, flexible and open environment. Attention to detail and excellent time management skills are essential in this position. While the pace of the work is faster than average, a commitment to quality is never compromised. The successful candidate should have an analytical, inquiring and critical mind. This job requires imagination and strong problem-solving skills, but with a strong procedural orientation. An active, positive response to a variety of challenges and time pressures is also required. The job requires the ability to manage competing priorities and challenges.

JOB TITLE:	Association Account Manager
SALARY RANGE:	\$55,000-\$70,000
FLSA STATUS:	Exempt
REPORTS TO:	Association Team Lead
LOCATION:	Hybrid (Austin area) or Remote (Outside of Austin; Texas residents only)

Primary Responsibilities of the Position

Responsibilities may include the following for multiple associations:

- Organize, maintain and ensure the execution of association programs and initiatives, based on the scope for each client-partner
- Provide support to staff leadership (Executive Director) and association volunteer leadership (board, officers, members)
- Manage and support association governance processes (policies and procedures)
- Execute the delivery of membership services (recruitment, engagement and retention)
- Execute all aspects of association membership, including processing, renewals, maintenance, records and reporting
- Manage and support association business development, sponsorship programs, and sponsors
- Manage all elements of the association web-based database systems, including membership and event registration, reporting and data archives
- Facilitate volunteer meetings (board, committees) through conference calls/face-to-face meetings; draft meeting minutes; document action items and follow-up
- Maintain understanding and manage to association budgets in collaboration with staff leadership, volunteer leadership, and SAM finance team
 - Manage vendor and affiliated organizations that support the association's work
- Support the organization's advocacy efforts, if applicable

- Collaborate with SAM communications team to contribute to the development and implementation of communication initiatives, including various elements of communication strategies and channels
- Coordinate aspects of conference and event registration
- Collaborate with the SAM meetings team to manage various elements association events, which may include onsite event management and programming.
- General administration and strategic support in other key areas of association management, as needed

Experience & Skills Required and Preferred

- 3+ years of experience working with professional/trade associations/nonprofits or transferrable work experience is required
- Excellent verbal & written communication skills
- A "rolled-up sleeves/get it done" approach to work and role
- Excellent interpersonal skills: patience, compassion, tactful, flexible and professional
- Ability to take direction and re-direction professionally as well as work independently
- Detail-oriented, with strong, effective organizational, problem solving and time-management skills, including the ability to manage multiple tasks and deadlines simultaneously in a fast-paced, deadline-driven environment and set and achieve strategic objectives
- Must be a self-starter, flexible and adaptable to change, and work both independently and as a strong team player with hands-on customer service skills
- Computer/technology tools proficiency, specifically with Microsoft Office Suite and Mac OS (SAM is a Mac environment)
- Must be comfortable in completely open and flexible office space environment
- Willingness and ability to travel outside of Austin for multi-day events
- Willingness and availability for calls and meetings outside normal business hours, when needed, due to the volunteer schedules
- Experience with web-based CRM or AMS Software/Management System is preferred
- SAM is a hybrid work environment (work from home and office). When working in office employees must be comfortable working in a completely open and flexible office space environment

Employee Experience

- The SAM staff team and culture reflects passionate individuals who create meaningful experiences through engaging and creative service and by honoring a diversity of thought and experience.
- Our values are defined by the active way in which we work to achieve them. In everything we do, it's critical that we consider the ways in which we: Build Trust, Seek Clarity, Stay Curious, Practice Empathy and Champion Growth. [LEARN MORE ABOUT OUR CORE VALUES.](#)
- SAM is committed to creating and maintaining an employee experience that provides meaningful recognition and incentives, fosters inclusivity and belonging, and ensures professional and personal development and growth.
- The SAM Total Rewards program represents a robust, employee-driven engagement and incentive our program that intentionally addresses seven key elements that make up the comprehensive employee experience: Compensation, Benefits, Well-Being, Development and Support, Community Impact, Work Environment and Resources, and Diversity, Equity, and Inclusion. [LEARN MORE ABOUT SAM TOTAL REWARDS.](#)

Join Our Team: Two Steps to Apply

1. Email a cover letter of interest and current résumé to jobs@sam-firm.com
2. All applicants are required to complete an online Predictive Index assessment. To access the assessment, please paste this link in your browser:
<https://assess.predictiveindex.com/AoppP>

Strategic Association Management (SAM) is an association management company (AMC) providing professional management services for a diverse array of organizations. An AMC provides creative staffing, strategic and administrative solutions for association and non-profit organizations. At SAM, a team of experienced professionals takes care of day-to-day operations—increasing efficiency and enabling scalability—so volunteers are empowered to pursue their organization’s mission. Through long-term partnerships, our clients experience organizational sustainability, growth and, ultimately, transformation.

SAM will provide equal opportunity to all employees and applicants for employment regardless of actual or perceived race, color, national origin, citizenship status, age, religion, disability, sex, pregnancy, sexual orientation, gender identity, military or veteran status, genetic information, or any other category protected by applicable law.