



Are you a collaborative, adaptable team player with a passion for transforming mission-driven organizations? 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 Account Manager.

Account Manager

The 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 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.

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>

Primary Responsibilities of the Position

Depending on the groups managed, responsibilities may include the following:

- Organize, maintain and ensure the execution of association programs and initiatives, based on the scope for each client-partner
- Support association volunteer leadership (board, officers, members)
- Manage and support association governance processes (policies and procedures)
- Coordinate all aspects of association membership, including processing, renewals, maintenance, records and reporting
- Direct the delivery of membership programs and development
- 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
- Manage association budgets in collaboration with the volunteer leadership and SAM finance team
- Manage vendor, affiliated organizations and external agency relationships that support the association's work
- Support and facilitate the organization's advocacy efforts, if applicable
- Coordinate and facilitate business development strategies and initiatives, either in administrative or strategic capacity, as needed

- Contribute to the development and implementation of communication initiatives, including website and social media content
- Coordinate all aspects of conference and event registration
- Work 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

- A Bachelor's degree, professional certification or equivalent years of experience
- 3+ years' work experience with Account/Project/Program Management
- Experience working with professional/trade associations/nonprofits is preferred
- Excellent verbal & written communication skills
- A "rolled-up sleeves/get it done" approach to work and role
- Excellent interpersonal skills: patience, compassion, outgoing, tactful, flexible and professional
- 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

Salary/Benefits/Perks

- Competitive salary range, based on comparable small staff nonprofit/association
- Comprehensive benefits including health insurance options with significant company contribution, access to dental/vision insurance and retirement program match
- Standard Paid Time Off (PTO) and paid holidays policies
- Ongoing training, assistance and opportunities for career development
- Company sponsored volunteer opportunities
- Regular staff outings and team-building gatherings
- Corporate culture that exemplifies our core values: *Build Trust, Seek Clarity, Stay Curious, Practic Empathy, and Champion Growth*

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.