



## Together We Thrive!

Join the Management HQ (MHQ) team and help transform membership associations and communities. Our innovative, entrepreneurial, fast-paced work environment offers unlimited opportunities for learning, growth, and collaboration.

MHQ is an AMCI-accredited, full-service association management company. Our diverse team does our work through a lens of equity. We support volunteer boards of directors so board members can focus on mission.

MHQ manages the full business of client organizations, including providing clients an executive director and a full management and operations team. MHQ serves associations and their members in these sectors: Government, Information Sciences / Education, Human Services, and Identity-based Associations.

For more about MHQ, visit <https://www.management-hq.com/>.

### Our Values

MHQ exists to serve associations that are determined to thrive. Team members uphold our core values:

- Community:** Everything we do helps people come together in communities of purpose and belonging.
- Openness:** We communicate clearly, work in partnership, and value our differences to build trust.
- Service:** We use our expertise in the service of others – on our team, for our clients, and in our world.
- Integrity:** We do our best, we're true to our word and we act on our values – even when it's hard to do.

### DEI Statement

We at Management HQ deliberately embrace opportunities to expand our hearts and minds, demanding equity, and driving inclusion, engagement and diversity in our work, our team, and our communities.

We aim to serve as a model and resource for the association industry and business community through our own work around diversity, equity, and inclusion.

In principle and in practice, MHQ values and seeks diversity, inclusion and equity within our company, our association management industry, and our communities.

MHQ is committed to maximizing opportunities and engagement across identity groups, eliminating discrimination in all its forms at all organizational levels and throughout all programs.

MHQ will provide leadership and commit time and resources to accomplish these objectives.



<b>Position</b>	<b>Client Services &amp; Office Coordinator</b>
<b>Position Type</b>	Full-time
<b>Location</b>	Hybrid, with possible on-site events work, and periodic in-office days at MHQ's Minneapolis headquarters.
<b>Reporting</b>	This position reports to the Membership Manager.
<b>Supervision / Oversight</b>	This position has no direct reports.

### About the Position

This is a customer service-focused, detail-oriented support position within Management HQ. Guided by MHQ's values, the Client Service Coordinator is responsible for expertly serving the members of MHQ's client associations and for providing a welcoming environment for clients and visitors. This role provides stellar client service, communications, data management, and administrative support to both MHQ's internal staff team and external clients.

Driven by our values, MHQ team members are supported with transparent, consistent processes and clear accountabilities. Each team member sets and delivers on annual, quarterly, and weekly goals. Additionally, this position provides ample opportunity for growth and development.

### Position Requirements

- Ability to consistently multi-task, responding to approximately 15-30 client calls and approximately 25-50 client emails per day, interspersed with administrative tasks.
- Three+ years of proven administrative experience working effectively in a demanding, fast-paced, entrepreneurial environment.
- Proven track record of delivering excellent customer service to both internal staff and external customers.
- Consistently meet or exceed client and internal deadlines.
- Demonstrated sound business judgment and ethics.
- Intermediate level expertise in Microsoft Office (Excel, Word, PowerPoint, SharePoint, and Outlook);
- Experience with database management and customer relationship management (CRM) systems.
- Experience with virtual meeting platforms and logistical support, including Microsoft Teams, Zoom, and related platforms.
- Knowledge of e-marketing and survey software (Constant Contact, Mail Chimp, SurveyMonkey) desirable.
- Ability to work Monday-Friday, 8:00 am – 5:00 pm Central Time.
- Flexibility to visit physical office space during remote working periods as necessary.

### Skills and Attributes

- Proven time and task management skills.
- Able to effectively prioritize a dynamic workload.
- Prioritizes consistent, professional, and compassionate communications both internally with team members and external stakeholders.
- Ability to think critically and problem solve.
- Possess a strong attention to detail and outstanding work ethic.

- Commitment to continuous improvement and organizational health of MHQ and its clients.
- Able to support multiple team members and work effectively within a team.
- Knowledge of and comfort in working with current and evolving technology.
- An ambassador for MHQ and clients in the community.
- Highly professional and welcoming demeanor.

## Responsibilities

### Client Account and Membership Support

- Respond to or dispatch in a timely fashion incoming calls, voicemails, and emails for multiple clients using an online Enterprise Management System.
- Provide technical assistance to members through client platforms and systems, including database/website support.
- Gain a thorough knowledge of assigned clients' member programs.
- Proactively engage in all data maintenance policies and procedures.
- Support accounts payable and accounts receivable processing for client associations.
- Participate in client and staff meetings as necessary.
- Add to-dos and tasks from client and MHQ L10 meetings to Project Management systems.
- Assist with client onboarding and offboarding including database transitions, supply inventoring, creating FAQ documents, and organizing mail forwarding.
- Take meeting minutes as requested.
- Support other client duties as requested.

### Office Management/Reception

- Welcome MHQ office visitors and coordinate scheduled client visits.
- Provide reception for MHQ headquarters office during in-office workdays.
- Lead administrative projects and processes.
- Serve as main point of contact for MHQ's office vendors.
- Manage calls and voicemails received for MHQ.
- Manage opening and closing processes for in-office work periods and office closures.
- Receive, distribute, and sign for incoming mail and deliveries. Send outgoing mail. Visit office weekly for mail processing.
- Receive and process incoming checks for all clients.
- Oversee team time tracking reminders and monthly expense form submissions.
- Provide monthly copy/print report to CEO and Finance.
- Order and ensure an adequate stock of office supplies.
- Create SOPs for new processes and/or current processes that have not been properly documented.
- Other duties, as assigned.

### Marketing, Communications, and Event Support

- Client and MHQ marketing and communications support, as requested, which may include, but not be limited to, web site updates, distributing communications materials, and managing distribution lists.
- Assist with client conference prep as requested, which may include preparing, printing, and packing event materials, ordering supplies, and scheduling shipments.



- Support monthly client webinars tasks as requested, such as setting up event registration web pages and posting session recordings.
- Support team in new client searches, including reviewing proposals and participating in finalist meetings as requested.

### **Compensation and Benefits**

Annual salary for this position is \$45,000 - \$55,000. Benefits package includes Medical Coverage, Health Savings Account (HSA), Dental Coverage, Vision Coverage, Basic and Supplemental Life and AD&D Coverage, Short Term Disability Coverage, Long Term Disability Coverage, Flexible Spending Accounts, Pre-Tax Transportation Program, Transportation Reimbursement, Mobile Phone Reimbursement, Professional Development Fund, and up to 3% match on Retirement Savings Plan.

MHQ also provides employees with generous PTO, Half Day Fridays, Comp Time to support work/life balance, and Team Events.

### **To Apply**

Please submit cover letter and resume electronically to [HumanResources@management-hq.com](mailto:HumanResources@management-hq.com).

Title your e-mail "**Client Services & Office Coordinator - MHQ.**"

*\*Management HQ abides by the requirements imposed by the U.S. Equal Employment Opportunity Commission (EEOC), Fair Credit Reporting Act (FCRA), state and/or local laws.*