



ASSOCIATION MANAGER – DPS Association Management

About DPS Association Management

DPS Association Management (DPS-AM) is an innovative, Chicago-based AMC, with **over 20 years of experience in successfully managing non-profit organizations of diverse sizes**. Our team of trusted experts is dedicated to helping nonprofit organizations thrive and grow through disciplined governance, innovative approaches, and proactive management backstopped with a rigorous suite of technical resources, management tools, and back-office processes.

We are a growing company that services a variety of non-profit sectors, including the legal, medical, insurance, technology, and the meeting professional industries. The growth of DPS-AM is due in part to our commitment to team culture and insistence on transparency.

DPS-AM is wholly owned by DRI, the leading bar association of defense attorneys and in-house counsels. Membership in DRI provides access to resources and tools for attorneys who strive to provide high-quality, balanced, and excellent service to their clients and corporations. DPS-AM's ownership by a leading legal bar association gives DPS-AM a unique set of resources, financial wherewithal, and transparent governance that privately owned AMCs often lack.

Position Summary

We are seeking a highly organized, well-rounded, dynamic association management professional to join our in-house team. The Association Manager is a key member of the DPS-AM team, responsible for providing Executive Director services to DPS-AM clients, in a manner that develops strong, productive client relationships for the long-term. If you're looking for a meaningful position, with the latitude to leverage your knowledge and expertise to help non-profit organizations run better and make an impact, then this could be the role for you.

This role offers the opportunity to develop a broad range of association management skills and experience, providing a strong foundation for career growth within the association management industry or the nonprofit sector. If you thrive on variety, are organized, enjoy learning multiple disciplines, and are eager to avoid boredom on the job while developing your skills, this could be the perfect role for you.

The Association Manager will be adept at inspiring, developing, and guiding non-profit volunteer leaders and members. Key responsibilities include governance, operations, events, financial oversight, marketing, member engagement, and strategic client management to drive client operations and development.

This is a full-time position that reports to the Director or Vice President of Association Management Services at DPS-AM.

Key Duties and Responsibilities

- Serve as an ex-officio member of DPS-AM client organization's Board of Directors and act as the HQ liaison to various committees.
- Advise the client Board of Directors on best practices related to Bylaws, volunteer recruitment, organizational structure, policies, and behaviors.
- Ensure all laws, regulatory filings, accounting practices, and other matters related to business administration are upheld and/or fulfilled.
- Assist the client in identifying and cultivating sponsorships and partnerships.
- Communicate with client leadership and stakeholders, driving communication efforts either directly or through others.
- Serve as the staff, business leader of the organization, accountable for driving strategic engagement with volunteer leadership related to client's financials, compliance deadlines and overall financial management.
- Schedule and facilitate board and committee meetings, including taking minutes as required. Coordinate educational and special events.
- Provide and orchestrate onsite staffing for events, including domestic travel as needed. Oversee event logistics, including registration, materials, setup, and breakdown. Collaborate with internal teams and vendors for conference, board meeting, and seminar organization.
- Maintain client websites and manage content, as well as oversee database updates and reporting.
- Orchestrate client day-to-day operations and execution of DPS-AM activities related to the client's Statement of Work.
- Foster strong client relations by addressing member requests and facilitating volunteer leader interactions with attention to detail.
- Manage client membership operations. including database analysis, updates, reporting, and campaign configuration.
- Work with DPS-AM operations, and client executive leadership to plan/execute membership renewal campaigns, drive engagement and retention.
- Work with DPS-AM marketing to develop and implement client social media campaigns and coordinate marketing efforts across email, direct mail, print, digital, and web.
- Provide administrative and project support to clients and the DPS-AM team, including website content management and reporting.
- Contribute to the growth of DPS-AM brand recognition.
- Other duties may be assigned that are required for this position.

This Role Might Be for You If...

- You have demonstrated exceptional customer service skills.
- You exhibit strong written and verbal communication skills, with excellent attention to detail.
- You have strong skills in time management and organization.
- You display the ability to work independently and as part of a team.

Association Manager Requirements and Qualifications

- Bachelor's degree management, business and/or marketing or related field preferred.
- At least (3) to (5) years of management experience in the association sector or similar field required.
- Demonstrable expertise in association operations, governance, membership, events and engagement.
- Leadership experience in a volunteer governed board is a plus.
- Strong ability to communicate abstract concepts clearly and concisely.
- Experience working in an association or on a high-energy team preferred.
- Knowledge/proficiency of Cvent, Hootsuite, Personify, MemberClicks, Your Membership, or Wild Apricot is preferred.
- Self-starter with the ability to work independently. Strong project management skills, with the ability to plan and manage operations and costs effectively.
- Ability to manage multiple projects simultaneously.
- Willingness to travel up to 5% of the time.
- Ability to manage and inspire teams of staff and/or volunteers.
- Certified Association Executive (CAE) preferred.

Working Conditions

- Self-starter with the ability to work independently.
- Strong project management skills, with the ability to plan and manage operations and costs effectively.
- Ability to manage multiple projects simultaneously.
- Willingness to travel up to 5% of the time.
- This is a hybrid position works 37.5 hours per week Monday through Friday in Chicago, which currently includes three (3) office days per week, with Tuesday as a mandatory office day.

Equal Opportunity Employer

DRI provides equal employment opportunity without regard to race, color, creed, gender and gender identity or expression, age, mental or physical disability, medical condition, including pregnancy and childbirth, religion, national origin, marital status, sexual orientation, ancestry, genetic information, political belief or activity, veteran or military discharge status, or any other basis protected by local, state or federal law and regulations under Title VII.

The policy applies to all employment practices, including but not limited to recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation, benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws.

Benefits

Salary Range: \$55,000 to \$65,000

- Life Insurance
- Medical Insurance
 - PPO/HRA, Prescription Drug Program, HMO, and Prescription Drug Copay are available
- Dental Insurance
- Vision Insurance
- Short-Term and Long-Term Disability
- Pet insurance
- Legal insurance
- Identify Theft Insurance
- Work/Life Balance Program
- Up to 15 vacation days per year (prorated for 2025)
- Up to 12 sick days per year, which accrue monthly
- Up to two personal days per year

To apply, please submit your resume and cover letter to Patrick Ruetschlin, HR Coordinator, pruetschlin@dri.org