



We are Recruiting! – Senior Manager, Associations

Location

ICS employees work in a predominantly remote work environment.

The Company

A highly respected player at an international level, International Conference Services Ltd. (ICS), is a Professional Conference Organizer in business for over 48 years that works with national and international associations, and organizations, to host conferences, events, and tradeshows. Our work is very purposeful, and we are truly “connecting people to facilitate change in the world.” With over 100 staff members working remotely across North America, Europe, and Asia, we are truly an international team, and we leverage the strengths that our diversity brings.

Remote-First Work Environment

ICS employees work in a remote-first work environment. Our employees truly enjoy the flexibility that remote work brings, and we work hard as a company to stay connected through weekly all-hands meetings and annual in-person get-togethers.

The Culture

ICS operates in a true “team” environment - trust, support, and empowerment of each other are very important to our culture. We know that we work better as a team, and we regularly celebrate our collective accomplishments. We pride ourselves on being innovative, solutions-oriented and are able to think outside the box, which keeps us all learning and growing as professionals together. We care deeply about creating exceptional experiences for our clients and pride ourselves on our many long-term relationships we have cultivated.

Role Overview

The Senior Association Manager will play a strategic role within our growing association management team, delivering world-class management services to key ICS association clients. This role involves high-level oversight of client engagements, enhancing member value, and ensuring operational excellence. The Senior Association Manager will collaborate closely with executive leadership, committees, and external stakeholders to drive strategic initiatives, member retention, and growth.

Key Tasks & Duties

The successful candidate will be expected to:

- Lead and coordinate client board and committee meetings, ensuring effective agenda setting in line with respective by-laws and governance structures, preparation of strategic materials, meeting recording, and actionable follow-up.
- Administer and optimize the recruitment, election, and appointment processes for client board and committee positions.

- Act as a senior point of contact, managing complex inquiries and ensuring prompt responses in line with client expectations.
- Guide client communication strategies, coordinating regular calls and maintaining effective client relations.
- Oversee client records and ensure compliance with regulatory filings, where applicable.
- Design and manage client awards programs, where applicable, from marketing initiatives through to submission, judging, and award distribution, in partnership with conference and project managers.
- Strategically advise clients in driving membership retention and growth by developing and implementing member recruitment and engagement strategies, supported by marketing campaigns and outreach.
- Strategically advise clients on the promotion and articulation of the value of membership to potential and current members, developing materials and presentations as needed.
- Oversee clients' marketing and communication efforts, including social media, website updates, and newsletters to ensure brand consistency and member engagement.
- Advise and assist clients to develop, manage, and monitor budgets, ensuring financial accountability and alignment with client goals.
- Conduct monthly financial reconciliations, with oversight of client billing and revenue tracking.
- Generate and present regular activity reports to clients, including KPIs on membership growth, social media metrics, and financial performance.

Education, Experience & Skills Required

The ideal candidate will have the following qualifications:

- Strong leadership skills with the ability to influence at all levels, fostering partnerships across stakeholders.
- Demonstrated project management expertise with the ability to handle multiple priorities in a dynamic environment.
- Advanced proficiency in Microsoft Office 365, Teams, SharePoint, OneDrive, Zoom, and similar platforms for seamless communication across remote teams.
- Fluency in English (additional languages are a plus), with excellent written and verbal communication skills.
- Experience working independently and collaboratively in a global, remote team.
- Advanced understanding of social media platforms, including X, Facebook, LinkedIn, Instagram, and YouTube.
- A valid passport and willingness to travel internationally for client meetings and events, with availability to work across time zones when needed.

Experience Requirements

- Minimum of 5 years of experience in association or nonprofit management, with a proven track record in member services, board support, and project management.
- High cultural sensitivity and experience working with diverse teams across various cultural backgrounds.
- Familiarity with online CRM and marketing tools, and willingness to learn new systems as required.

Note: *Travel to in-person conferences, both domestic and international may be required*

You must also be familiar and have worked with the following tools:

- Microsoft Office Suite (Word, Excel, PowerPoint, Outlook)
- Willingness to learn new software systems as required

The Benefits of Working at ICS

ICS offers a flexible remote work environment with all necessary equipment provided. Benefits include:

- Monthly work-from-home allowance for office expenses.
- Paid time off on your birthday, plus annual vacation days.
- Annual in-person team events.
- Opportunities for career development and advancement.

What's next?

Join us to play a critical role in advancing association goals and enhancing member experiences across our ICS clients. Apply today and become part of a team dedicated to professional growth and excellence in association management.

Please send your resume and cover letter to careers@icsevents.com