

Posted: January 12, 2026

Location: Elgin, IL

Type: Full Time, Hybrid

Position: Membership & Registration Associate

Reports to: Membership & Registration Manager

Direct reports: None

Full Time, Hybrid: 3 days per week in person in the Elgin, IL, office



MEDICAL SOCIETY
MANAGEMENT, INC.

About Medical Society Management

Do you love the medical profession and are a business professional? Join our specialized association management company focusing on international and national physician medical societies, mid- to small-sized. The team at Medical Society Management, Inc. prides itself on professional, detailed, and quality work. We really enjoy what we do. The company has long-term established relationships with its client societies. We value intention, consistency, being seen and cared for, and that every detail matters. Located in a northwestern suburb of Chicago, Medical Society Management, Inc. offers an informal, flexible office environment.

Primary Responsibilities

Member Support & Customer Service

- Serve as the primary point of contact for member engagement across multiple client societies, exercising independent judgment to resolve complex or escalated inquiries
- Maintain member communication standards, response protocols, and service processes to ensure consistency and high-quality member experience
- Analyze member needs and service trends; recommend enhancements to membership programs, benefits, and engagement strategies
- Assist members with renewals, event registrations, account access issues, and general questions about programs and benefits
- Manage high-level member issues or unique situations, determining appropriate solutions within organizational guidelines
- Collaborate with client leadership to ensure member communication aligns with strategic objectives and brand standards

Membership, Database & Administrative Management

- Oversee membership operations, ensuring accuracy, data integrity, and strategic use of AMS (association management software)

- Establish and refine membership-related SOPs, workflows, and quality controls to improve efficiency and accuracy
- Generate membership and registration reports, dashboards, and analytics to support board, staff, and committees; and other reports, e.g., mailing lists
- Lead the new member onboarding process, recommending adjustments to onboarding communications and touchpoints based on data and feedback
- Maintain organized digital records and internal systems, making recommendations for process improvements and implementing approved updates

Project and Conference Coordination & Management

- Serve as the operational lead for assigned association programs, developing project plans, timelines, and communication schedules
- Manage conference registration operations (attendee and exhibitor), making independent decisions to resolve issues and ensure smooth execution
- Oversee vendor communications and deliverable coordination; escalate issues and propose solutions as needed
- Lead the preparation of conference materials, shipment planning, and inventory management, determining logistical needs and adjusting plans as necessary
- Perform onsite conference management duties, serving as a primary decision-maker for registration desk operations, issue resolution, and attendee experience coordination

Strategic and Cross-Functional Responsibilities

- Advise clients, boards, and committees by preparing summary reports, operational insights, and recommendations related to membership, conferences, and ongoing association activities
- Participate in strategic discussions regarding membership growth, retention initiatives, and service improvements
- Collaborate with internal teams to align membership, event, and program strategies across multiple client organizations
- Identify operational gaps, process inefficiencies, and opportunities for innovation; propose and implement approved solutions

Education, Experience, Skills, Software Required

- 2-year degree preferred
- Prefer 1 year minimum of experience working with associations, preference with medical associations; familiarity with Board governance, volunteer management, and committee structures
- Exceptional customer service skills
- Must be detail-oriented, possess a sense of urgency, and have superior organizational, collaboration, and follow up skills
- Ability to handle multiple tasks simultaneously and balance competing priorities; comfortable working in a fast-paced environment with multiple clients and shifting priorities

- Ability to think strategically, anticipating future developments and planning accordingly; proactively identifying issues and generating recommendations
- Takes initiative, demonstrates creativity, personable and has a high level of professionalism
- Comfortable working independently, as well as part of a team; proactively collaborate with staff and members on relevant projects
- Project a professional image with strong business acumen and positivity/friendliness during customer interactions
- Ability to work outside standard business hours, as needed, including evenings and weekends
- Must be extremely proficient in Microsoft Office Suite (Word, Excel, PowerPoint), Adobe PDF, and Zoom
- Proficiency in NoviAMS association management software is a plus
- Must have a valid passport
- Cultural competency is preferred

Travel: Travel required including international travel, and may be up to 1-3 times per year (plus/minus); includes working weekends and evenings when onsite

To apply: Please email your resume and cover letter to Victoria Ceh at vceh@medicalsocietymanagement.com

Information about Medical Society Management, Inc. can be found on <https://medicalsocietymanagement.com/>