

Posted: January 12, 2026

Location: Elgin, IL

Type: Full Time, Hybrid

Position: Membership & Registration Manager

Reports to: Executive Director

Direct reports: 1

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 via email, phone, and online channels across multiple client societies
- Provide prompt, professional, and solutions-focused support with a high degree of customer service
- Develop and maintain member communication standards, response protocols, and service processes to ensure consistency and high-quality member experience
- Manage one direct report (Membership & Registration Coordinator)
- Assist members with renewals, event registrations, account access issues, and general questions about programs and benefits
- Build positive relationships with members and stakeholders to ensure an exceptional membership experience
- Collaborate with client leadership to ensure member communications align with strategic objectives and brand standards

Membership Recruitment, Processing, and Retention

- Continuously improve membership application and renewal processes ensuring a positive member experience
- Lead and collaborate with the Marketing Team on recruitment efforts

- Oversee and support grassroots recruitment efforts and ensure consistent coordinated messaging
- Propose, lead, and implement initiatives to enhance member retention rates
- Periodically analyze member benefits and utilization and proactively recommend adjustments or enhancements
- Track renewal and retention metrics using data to identify trends and make recommendations for increased retention
- Lead and build the annual dues renewal in the association management software system, creating timelines, informing staff, producing reports, and managing and executing the process

Database & Administrative Management

- Maintain accurate member records within the online membership database systems
- Ensure data integrity of the membership database and continually identify methods to increase operational efficacy
- Oversee the processing (and help process) of new applications, renewals, payments, and event registrations
- Oversee and support new member onboarding
- Generate membership and registration reports, dashboards, and analytics to support board, staff, and committees; and other reports, e.g., mailing lists
- Maintain organized digital records and internal systems, making recommendations for process improvements

Project and Conference Management

- Plan and execute association programs
- Manage conference planning tasks, including registration management (attendee and exhibitors), attendee communications, vendor outreach, materials and shipments
- Create and maintain timelines, project trackers, and checklists for recurring association activities
- Lead on all registration components of each event including preparations for onsite (packet inserts, badges, certificates, supplies, etc.), as well as other related items, e.g., shipping, onsite temp workers, etc.
- Perform onsite registration management at conferences
- Support governance and committee activity by preparing materials, drafting recommendations, and ensuring alignment with association policies and procedures
- Serve as staff person of several committees

Education, Experience, Skills, Software Required

- 4-year degree preferred
- Prefer 2 years 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/>