

Position Announcement
(June 1, 2026)

Member Relations Specialist
Reports To Associate Vice President, Member Success

*Pay Grade 3/Level Professional 1
Grade Minimum (\$60,000) Grade Midpoint (\$75,000)

**Compensation will be determined based on relevant experience, the annual compensation budget, and the overall pay philosophy and practices of AGB.*

The Association of Governing Boards of Universities and Colleges (AGB) has a career opportunity for a Member Relations Specialist.

Position Summary

The Member Relations Specialist supports execution of AGB's consultative member management model by coordinating onboarding, member outreach, retention support, and engagement follow-up for current and new members. Reporting to the Associate Vice President of Member Success, this role helps strengthen member benefit utilization, renewal readiness, and overall member experience through timely follow-up, strong coordination, accurate recordkeeping, and responsive support.

This position plays an important operational role in ensuring members are connected to relevant AGB resources, services, and opportunities in ways that reinforce long-term value and engagement.

Essential Functions and Responsibilities

Onboarding and Benefit Activation

- Conduct member solutions orientation and onboarding calls with new member presidents/CEOs, board chairs, board professionals, and other designated member contacts.
- Support first-year member journey activities by helping members understand, access, and use relevant AGB benefits, services, and resources.
- Coordinate follow-up communication tied to onboarding and early-stage member engagement.

Member Outreach and Retention Support

- Support execution of member outreach and retention campaigns through scheduled email outreach, phone follow-up, and related coordination.

- Assist with outreach tied to renewal timing, member engagement milestones, leadership transitions, and identified member opportunities.
- Help connect members to relevant AGB programs, resources, communities, and services based on documented needs and interests.
- Support renewal-readiness efforts through timely follow-up and coordination with the Member Success team.

Member Success Coordination

- Provide administrative and coordination support for member success initiatives, including but not limited to first-year member journey activities, outreach campaigns, member transitions, and designated engagement projects.
- Maintain accurate records of member interactions, outreach activity, contact updates, and next steps in AGB's AMS/CRM.
- Coordinate with internal departments to ensure member-facing information is timely, accurate, and aligned across AGB.

Reporting and Operational Support

- Assist with standard reporting related to outreach activity, onboarding, retention efforts, and member engagement.
- Track campaign activity and support measurement of member outreach efforts as directed by the AVP of Member Success.
- Elevate recurring member questions, service issues, and engagement trends for team review and follow-up.
- Perform other duties as assigned in support of Member Success priorities.

Minimum Qualifications

- Bachelor's degree required, or equivalent combination of education and relevant experience.
- Minimum of three to five years of experience in membership, customer relations, outreach, account support, or related roles.
- Experience in a membership association, nonprofit, higher education, or mission-driven organization preferred.
- Strong customer-service ethic and responsiveness.
- Strong written and verbal communication skills.
- Strong attention to detail and ability to manage multiple priorities and deadlines.
- Experience using an association management system, CRM, or similar database preferred.
- Proficiency in Microsoft Office applications.
- Ability to work collaboratively across teams and independently with sound judgment.
- Interest in higher education governance or related sectors preferred.
- Availability for limited travel, as needed.

Success Profile

The successful candidate will be organized, responsive, service-oriented, and comfortable managing follow-through across multiple member-facing activities. This individual will be effective at supporting relationship-based work through strong communication, careful coordination, and consistent execution.

The Organization

At the Association of Governing Boards of Universities and Colleges (AGB), we believe in the power of higher education to transform lives, strengthen inclusive democracy, and support a thriving society. We believe that strong higher education starts with great governing boards. AGB provides advocacy, leading practices, educational resources, expert support, and renowned programs that advance board excellence for 40,000 AGB members from more than 2,000 institutions and foundations. For more than 100 years, AGB has been the trusted authority for board members, chief executives, board professionals, and key administrators on higher education governance and leadership. Learn more at AGB.org.

AGB is a hybrid workplace. Employees are expected to spend a minimum of two (2) days per week in our headquarter office in downtown Washington D.C. New employees should expect to spend more time onsite initially, at least through their 90-day introductory period. Applicants should reside in the District of Columbia, Virginia, or Maryland and within a reasonable commuting distance to downtown Washington D.C.

Equal Opportunity Employer

AGB is an equal opportunity employer, and qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

In compliance with the Americans with Disabilities Act (ADA), the following is provided: The position involves skill in using a computer and/or laptop; oral and written communication skills; skills in proofreading and editing; use of clear and articulate speech; interpersonal relations skills; reasoning and problem solving skills; ability to work in a fast-paced environment; ability to sit for long periods, stoop, bend, reach and carry light materials (up to 10 lbs.); and ability to travel by various methods of transportation (e.g., airplane, car).

To Apply

AGB and AGB Search employees who meet the qualifications outlined above are encouraged to apply. AGB and AGB Search employees are required to inform your current manager of intention to apply.

**[INTERNAL CANDIDATES MAY SEND THEIR LETTER OF INTEREST AND RESUME TO
EMPLOYMENT@AGB.ORG](mailto:EMPLOYMENT@AGB.ORG)**