

Association for Manufacturing Excellence
Volunteer Job Description

Title: Corporate Account Ambassador

Corporate Account Ambassadors develop relationships with corporate accounts, which are companies with an AME membership for one or more facilities. The purpose of this role is to optimize the value a corporate account company receives in its membership by better understanding the company's needs and making the organization aware of the potential options within AME. The role works in collaboration with several members of the AME staff and other volunteers on the Corporate Account Ambassadors Team to support the needs of our corporate accounts.

Here's what you'll do:

- Make contact with your assigned corporate account to learn more about the company, identify critical needs and make suggestions on how the company can optimize its membership
- Develop an account strategy to align the organization's needs with AME programming and service options
- Ensure the corporate account company is made aware of all AME services and programming options to strengthen team members' knowledge of AME and increase their participation levels (i.e., annual conference, champions, regional events, webinars, awards and others)
- Support the volunteerism of corporate account members to further strengthen their long term relationship with AME

Here are some more specific things you'll do:

- Develop and report on progress towards key metrics for your corporate accounts (i.e., attendance levels, volunteers and retention)
- Work to enlarge the number of corporate account names per account that are maintained on our systems to allow more of their team members to receive AME information
- Participate in the development of and then follow best practices for managing corporate accounts
- Conduct voice-of-the-customer activities to obtain critical customer information that can be used to guide AME programming and strategies

We're looking for someone who is:

- A strategic thinker who is able identify corporate account needs and potential solutions that AME provides to help the company
- Passionate about helping companies that are members of AME
- Committed to AME's mission to inspire a commitment to enterprise excellence through experiential learning by bringing people together to share, learn and grow

- An experienced AME volunteer who enjoys working as part of highly valuable team
- A strong written and oral communicator

You will thrive in this role if:

- You love AME, its mission and its values
- You enjoy getting to know people and interfacing with others
- You are a self-starter who can engage with others without prompting
- You are a great at listening and checking your understanding of what's been said
- You can engage others by focusing your conversations on them
- You comfortably have time during the month to contact accounts and can respond to their inquiries upon occasion
- You enjoy working with corporations to strengthen their improvement efforts, especially as it relates to the many benefits of AME membership
- You enjoy working as a member of an AME volunteer team that utilizes strategy and relationship building to get things done

The impact you'll have:

- You will help AME corporate members to share, learn and grow
- Your work will result in measurable positive effects on AME's corporate accounts
- Your efforts will result in your contacts gaining greater value from their corporate membership
- You will personally expand your knowledge and reach through the relationships you grow

Other key information you'll want to know:

- As a volunteer role, you will work as part of a volunteer team to enhance the efforts of the HQ staff members
- You will be expected to attend potentially one in-person meeting each year and one phone session per month.
- The expectation is that you can commit to serving in this role for at least two years
- You will have somewhere between 3 – 10 accounts that you handle during the year, depending upon your time availability and you would start working with no more than one per month.
- If one or more of your accounts has 10 or more associates attending the annual international conference, you will receive a free pass to the conference
- If you are the Ambassador for a company that sends 25 or more associates to the annual international conference, AME will pay your hotel and travel costs, in addition to giving you a free pass to the conference

Expertise you'll need:

- Several years (5+) of experience with various volunteer roles within AME
- Experience with building consultative relationships (internally or externally)
- Experienced in continuous improvement tools and people-centric leadership