

WORK AT RGI:

How RGI Manages Associations

RGI CLIENT TEAMS

RGI clients each have a dedicated team designed to meet the specific needs that focus on each association's unique culture and industry challenges. Client teams vary in size and function while working under the direction of a very specific scope of work written and approved in collaboration with the client.

The RGI staff model ensures each organization retains its unique identity. Client teams identify as the staff for each association and build relationships with each association's leadership and members. From answering the phones and sending emails to speaking with and meeting members, each action the client team takes reflects the association's brand, core message and value proposition. RGI's team provides meaningful results with responsive and personable service.

Each team will be lead by an executive director and an example structure might be:

- Membership Coordinator
- Meeting and Events Senior Coordinator
- Communications Director

What is unique about RGI is that each member of the team, including the executive director, may only spend a portion of their time with this client. This means you will likely work on more than one client team made up of other individuals. This creates a highly collaborative work environment where you will not only be interacting with association members but also many of your RGI colleagues - both locally and remotely.

COLLABORATION AND SUPPORT

While working on your client team you will have a specific job description that clearly outlines your responsibilities that utilize your skills, training and education. Which means other client teams are likely to have someone working in a similar role. Like the example team, each client may have a meeting professional. In order to support each other, all RGI meeting professionals meet regularly and communicate frequently to brainstorm, problem solve or simply lend each other a helping hand. This opportunity to learn from and share with colleagues is often mentioned as what employees enjoy most about working at RGI.

RGI EMPLOYEES FIRST

While working on individual client team, RGI employees recognize they are part of a larger organization and frequently all of RGI comes together to support each other through knowledge sharing and work on projects together.

RGI DIVERSITY EQUITY AND INCLUSION PHILOSOPHY

RGI is better when we welcome and accept people as their authentic selves, and intentionally seeks diversity of race, gender, age, sexuality, ability, religion, nationality, geography, political views, appearance, gender identity, and other characteristics. RGI creates an environment of education and growth to support diversity initiatives for staff and clients.