



THE ORGANIZATION: MEMBER BENEFITS

POSITION TITLE: NATIONAL DIRECTOR, ASSOCIATION/AFFINITY GROUP PROGRAMS

The Organization:

At [Member Benefits](#), we're dedicated to delivering tailored insurance and financial-services for associations, affinity groups and their members. With more than four decades of experience, our team specializes in designing, administering and managing benefit programs that add real value to individuals and small employers alike.

Headquartered in Jacksonville, Florida, with an office in Austin, Texas, we serve clients across the country with local insight and national reach.

From tailored group-benefit plans and association-endorsed programs to individual member offerings, our goal is simple: make benefits work better for members, professionals and the associations that serve them. We manage everything—from product negotiation and underwriting to enrollment, billing, and ongoing support—so our clients can focus on their mission.

Rooted in service, driven by innovation and backed by decades of industry expertise, Member Benefits is your partner in creating benefit solutions that strengthen relationships, elevate membership value and stand the test of time.

Our Story

Member Benefits was founded by the late Earl "Chip" Trefry, Jr., CLU, after graduating from the University of Florida. With a career devoted to helping professionals navigate their insurance, financial, and estate planning needs, Chip built a company grounded in trust, service, and innovation.

Founded in 1984 in Jacksonville, Florida, Member Benefits started with a mission to provide professionals and small businesses with access to specialized insurance products, employee benefits, and practical guidance tailored to their needs.

Over the past four decades, Member Benefits has grown from a Florida-based firm into a nationally recognized provider of association member benefit programs. With an unwavering commitment to customer care and a forward-looking approach to benefits design, the company has become a trusted partner for professional associations, affinity groups, and members across the country.

Today, the company is led by President & CEO Nicklaus "Nick" Trefry. Nick continues to build on Chip's legacy while steering Member Benefits into a new era of growth and innovation. Under his leadership, the company remains dedicated to strengthening associations, supporting small employers, and empowering members with smarter, more sustainable benefit solutions.



How It's Going:

From our roots in Florida to a growing national presence, Member Benefits has continued to evolve while staying true to our founding values of service, trust, and innovation. Over the years, we've been fortunate to earn recognition not only for our growth, but also for the way we do business. Honors such as Inc. Magazine's "Fastest-Growing Companies," Florida Trend's "Best Companies to Work For," the University of Florida's Gator100, and the Jacksonville Business Journal's "Best Places to Work" are meaningful to us because they reflect both sides of our mission—delivering measurable impact for clients and cultivating a workplace where people thrive.

Today, our team serves thousands of individual members and small employers, through professional association programs across the country. With offices in Jacksonville, Florida, and Austin, Texas, and partnerships that span a diverse array of industries and affinity groups, we are proud to be considered a trusted leader in association-based benefit solutions.

Over the years, Member Benefits has built a comprehensive client portfolio, partnering with **national, state and regional professional associations and affinity groups**. Our experience spans sectors including legal, healthcare, real estate, finance and more. In the legal industry in particular, Member Benefits stands out as a trusted provider of member-benefit programs for state bar associations. We work with multiple state bars (including Texas, Florida, Georgia, Nevada, Missouri, Washington and many more) to deliver customized benefit programs tailored to attorneys' unique needs. Our deep expertise in this niche—which combines affinity group dynamics, member marketing, regulatory requirements and benefit design—positions us as a leader in state-bar association programs nationwide.

Whether launching new benefits platforms, streamlining enrollment and billing systems, or crafting strategic member communications, Member Benefits has the scale, specialization and industry reputation to support associations seeking to elevate value for their members.

What Member Benefits Offers You:

- Competitive salary
- Annual bonus potential, profit sharing, and 401(k) with company match
- Company-paid life insurance, short-term disability, and long-term disability coverage
- Comprehensive medical, dental, and vision insurance options
- Recognition as a Best Place to Work in Florida and one of the Fastest Growing Companies

The Opportunity

Title: National Director, Association / Affinity Group Programs

Reports to: President/CEO

Location: Remote (with possible travel as required to home office)



Role Overview:

The Natl. Director, Association / Affinity Group Programs leads our full spectrum of association and affinity-group benefit programs — from strategic planning and partner management to operational execution, performance monitoring and team development. You will own the end-to-end success of these programs and shape how we scale, serve, and grow our relationships with associations and affinity groups nationwide.

Key Responsibilities

- Lead the strategy, execution, and growth of Member Benefits' association and affinity-group programs — identifying new opportunities, refining program models, and delivering value for clients, members and internal teams.
- Serve as the primary relationship owner for key industry and carrier partners: build and maintain strong partnerships, ensure partner satisfaction, define service levels, monitor performance and continually iterate on program offerings.
- Work collaboratively with the CIO, COO and other senior leaders to align association/affinity-group programs with company-wide technology, operational and strategic priorities — ensuring seamless processes, scalability, and strong system integration.
- Translate partner and association feedback into actionable improvements: collaborate with marketing, product, operations, and member services teams to refine program design, communication, enrollment/billing flows, and digital member experience.
- Lead the launch of new programs: oversee partner onboarding, internal resource alignment (technology, operations, marketing), go-to-market planning, and rollout execution.
- Define and build the team structure required to support growth: partner with leadership to identify hiring needs (business development, account management), recruit and manage team members, set clear role descriptions, train, mentor and facilitate career development.
- Set, track and report on KPIs relating to partner success, internal efficiency (e.g., enrollment turnaround, service metrics), revenue growth, member satisfaction and retention. Use data to drive decisions and continuous improvement.
- Act as an external ambassador for Member Benefits: represent the company at partner and association meetings, industry conferences, events and thought-leadership forums.
- Maintain a strong pulse on trends in the association, professional affinity-group and group-benefits industry — including regulatory changes, carrier innovations, membership-based program models, digital platform adoption — and leverage insights to inform our strategy and positioning.
- Travel as needed (domestic) to maintain partner relationships, attend events and engage with key stakeholders.



Ideal Qualifications & Attributes

- Proven experience leading programs or business units in the association/affinity-group or group-benefits space, including full-lifecycle program development.
- Demonstrated ability to build and manage strategic partnerships and vendor/carrier relationships.
- Strong operational mindset: able to work across functions (product, marketing, technology, operations) to move initiatives from strategy to execution.
- Data-driven and metrics-oriented: comfortable defining KPIs, using dashboards, interpreting results, and making fact-based decisions.
- Leadership experience: building, managing and developing teams; fostering collaboration; setting clear expectations and driving culture.
- Excellent communication and interpersonal skills: able to present to senior leaders, articulate vision and engage internal/external stakeholders.
- Strategic thinker who also can roll up their sleeves and get things done — adaptable, entrepreneurial, comfortable with ambiguity and growth.
- Travel flexibility and comfort being out of the office periodically for partner/association engagements. Bachelor's degree required; 10+ years of experience required in program management, business development, or partner-focused roles. 5+ years of experience with professional / state bar associations or affinity-group programs is a strong plus..

Preemployment Requirements:

- Background investigation (employment contingent upon completion)
- Pre-employment drug screening

Physical Requirements:

- Must be able to talk, hear, and see (close vision). Frequent sitting and use of hands for computer and office equipment. Occasional standing, walking, and reaching.
- Reasonable accommodations provided for individuals with disabilities.
- Moderate travel is required for partner meetings, conferences, and events.

About Cornerstone Executive Search

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