



# Executive Director

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Position Specification

# Organization Overview

## ORGANIZATION OVERVIEW



### About Receivables Management Association International

Receivables Management Association International is the nonprofit trade association that represents more than 600 companies that support the purchase, sale, and collection of performing and nonperforming receivables on the secondary market. RMAI member companies work in a variety of financial services fields, including debt buying, collection agencies, law firms, originating creditors, and industry-related product and service providers. RMAI provides its members with extensive networking, educational, and business development opportunities in asset classes that span numerous industries. The association publishes a bi-annual magazine and monthly newsletter, provides educational and networking opportunities at major forums, events and conferences, represents the membership before federal and state policymakers, and supports the industry where appropriate in appellate cases.

RMAI's Receivables Management Certification Program and its Code of Ethics set the gold standard within the receivables industry due to its rigorous uniform industry standards of best practice which focus on the protection of the consumer. RMAI continually sets the standard in the receivables management industry through its highly effective grassroots advocacy, conferences, committees, taskforces, publications, webinars, teleconferences, and breaking news alerts.

Founded in 1997, RMAI is headquartered in Sacramento, California.

### Mission

RMAI promotes the essential role of the receivables management industry in the credit ecosystem.

### Vision

RMAI ensures a viable credit ecosystem by setting receivables management industry standards, being the authoritative voice in advocacy, championing professional and ethical business practices, and providing unrivaled business networking opportunities.

### Staff

Nine FTEs; four consultants

### Budget

\$2.6M

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# Organization Overview: Advocacy

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Advocacy

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RMAI serves as the voice of the debt buying industry, representing members before federal and state legislatures and agencies and in the courts.



Federal Advocacy



State Advocacy

RMAI has maintained an unparalleled level of success:

- RMAI has had a positive outcome on bills on behalf of the industry that have been negotiated at the state level;
- RMAI engages lobbyists in numerous states, and saw successes in California, Connecticut, Maine, New Hampshire, Washington, and West Virginia, to name a few;
- RMAI maintains a strong presence in Washington, D.C. and continues to develop influential relationships with the CFPB, FTC and OCC; and
- RMAI consistently educates local, state and federal policymakers on the important and critical role the debt buying industry plays in the economic cycle.

# Organization Overview: Events & Conferences

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RMAI hosts two of the receivables management industry's most respected and well-attended conferences each year: the **Annual Conference** and the **Executive Summit**.

Both events provide high-quality educational programs and exclusive networking opportunities. Attendees meet with industry leaders to strengthen connections and grow business, as well as earn education credits to thrive in an ever-changing environment, and to apply or renew their certification designation.

RMAI also hosts Regional Events to present additional education and networking in innovative settings. RMAI events promote, support, and drive uniform industry standards based on ethics, best practices, and the Receivables Management Certification Program.

# Organization Overview: Certification Programs

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### Certification Programs

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RMAI's Receivables Management Certification Program (RMCP) sets the gold standard within the receivables industry by providing enhanced operational controls and consumer protections through rigorous and uniform industry standards of best practice. Founded in 1997, RMAI began certifying businesses and individuals in 2013. As of 2023, over 460 certifications have been authorized.

**Individual Certification:** The Certified Receivables Compliance Professional (CRCP) designation is required for the Chief Compliance Officer of every RMAI certified business and is a voluntary designation for others within the industry. Every two years, individuals must pass a criminal background check conducted by RMAI and obtain 24 continuing education credits in subjects related to the receivables management industry, including 2 required ethics credits and 1 credit on identifying and avoiding discriminatory collection practices.

**Business Certification:** Certifications are granted to businesses that comply with uniform and rigorous industry standards of best practices and pass an RMAI conducted criminal background check of the business, its owners, and its executive management. All standards meet federal and state statutory requirements and most exceed these requirements or create standards where none existed (see reference key). RMAI certification designations that are offered to businesses include:

- **Certified Receivables Business (CRB)** – The certification issued for debt buying companies, law firms, and collection agencies.
- **Certified Receivables Vendor (CRV)** – The certification issued for vendors that have or are looking to develop a business relationship with CRBs. To date, this designation has been issued to brokers and process servers.

# The Position: Summary

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Position Title	Executive Director
Location	Sacramento, CA or Washington, DC
Reports To	Board of Directors
Direct Reports (3)	Deputy Director; General Counsel; and Event and Sales Development Manager
Position Summary	<p>The Executive Director of the Receivables Management Association International (“RMAI” or “the association”) will serve as the main spokesperson for the leading association in the receivables management industry. Under the leadership of retiring Executive Director Jan Stieger, the association experienced significant growth over the last decade, culminating in a record high membership base. The next Executive Director will build upon the organization’s growth and position as a leading source in the industry, while leading its trajectory moving forward.</p> <p>To maintain the identity as a trusted source to the industry, the next Executive Director will serve as an expert in the receivables management or financial services industry. As challenges to the industry (state and federal regulations; consolidation via M&amp;A activity, etc.) continue to be prevalent, the next Executive Director will keep abreast of the changing regulations at the state and federal levels on behalf of the membership. They will be a credible and inspirational public speaker, who continues to enhance the brand of the association, and seek continued business opportunities and partnerships to advance the industry.</p> <p>The Executive Director of RMAI provides strategic oversight of the organization, by furthering its vision in achieving its mission and directing the planning, implementation, and evaluation of RMAI’s programs. Central to the activities of the organization include implementing a strategic plan or strategic initiatives with the Board; producing an annual conference and other events; and serving as the key spokesperson for the organization.</p> <p>RMAI’s next Executive Director will join a passionate and collaborative team and an engaged membership and bring the skills needed to carry RMAI into its next chapter.</p>

# The Position: Responsibilities

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## Responsibilities

### STRATEGY, VISION, & ENGAGEMENT

- Provides leadership in the development of the association's vision, mission, and goals, and its corresponding strategies, plans, and budgets to achieve them;
- Continues to grow RMAI as a member-focused organization that serves as a central source of information and education around the changing regulatory environment;
- Explores new programs and partnerships, particularly around education and certification, that generate revenue, create new opportunities, and continue to enhance RMAI's value proposition;
- Partners with sister and peer associations to identify opportunities for collaboration;
- Engages members and prospective members; listens and understands their needs. Reviews and approves all member applications;
- Works in partnership with the RMAI board on the strategic direction of RMAI, nurture the board member pipeline, and ensure the board has the needed collaboration and information from the association to ensure excellent governance; and
- Provides strategic oversight, in coordination with senior team leaders, over:
  - Budget and financial oversight and integrity;
  - Propose, direct, and coordinate all approved programs, projects, and major activities of RMAI;
  - Implementation of staff performance and compensation evaluation;
  - Attract, retain, and develop a high-performing and innovative team.

# The Position: Responsibilities (continued)

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## Responsibilities

### ADVOCACY, EXTERNAL PRESENCE, and CONNECTION TO INDUSTRY

- Serves as the industry's chief spokesperson and advocate, providing information to various constituencies (members, non-members, general public, legislators, regulators, etc.) that will lead to an enhanced reputation of the receivables management industry;
- Represents the association on the state and federal levels, including policy forums and national and international conferences, as well as have direct contact with legislators to reinforce and advance the position of the association;
- Proactively anticipates and responds to exogenous factors affecting the members (changing regulatory environment);
- Builds consensus among a diverse membership around key industry initiatives and positions; and
- Maintains the necessary contacts to keep abreast of issues impacting the industry; maintaining effective communication with the membership to alert them to issues that will affect them;

### OPERATIONAL MANAGEMENT

- Ensure the development of the association's priority plans, budget, performance measurements, management controls, and critical success factors; prepares monthly financial reports and the annual association budget. Ensures all funds, physical assets and other property of RMAI are properly safeguarded and administered. Ensures the highest confidence and integrity in RMAI's financial and risk management strategies;
- Embraces and adopts technology and processes essential to the association's operations (e.g. registration and accounting software);
- Serves on various committees (e.g. Federal Committee, Ethics Committee, Fintech Working Group, Bankruptcy Working Group, Certification Remediation Committee, et al); and
- Serves as a key member in program management and planning for association events, including site selection, vendor negotiation, and staffing events, in partnership with the association's event manager. Increases business revenue through soliciting sponsors for industry events.



# The Person: Pivotal Experience & Expertise

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## PIVOTAL EXPERIENCE & EXPERTISE

### INDUSTRY EXPERIENCE & BUSINESS ACUMEN

Experience and leadership in financial services, ideally in receivables management, financial services, or the credit ecosystem – or in an association in an analogous industry; a leader with business and commercial acumen to identify and seize potential opportunities.

### STRATEGY & VISION SETTING

Ability to, in partnership with a diverse set of stakeholders, chart and implement a strategic vision, articulating clear direction and expectations, and ensuring proper planning and accountability. Ability to identify key opportunities, issues, and challenges facing the receivables management and financial services industries. Leads with entrepreneurial vigor while ensuring organizational sustainability.

### STAKEHOLDER ENGAGEMENT

An ability to work with diverse stakeholders, including policymakers, the Board, members, staff, and other leaders in the credit ecosystem to develop and implement strategy, advocate for the organization, and advance the profession.

### EXTERNAL VISIBILITY & ADVOCACY

Strong external presence, with the ability to serve as the spokesperson and public face of the organization. Has a reputation of elevating an organization's visibility and reputation with diverse stakeholders.

### ORGANIZATIONAL LEADERSHIP

Experience in managing, leading, and developing people, processes, events, and budgets; aptitude and interest in serving as a key organizational leader responsible for all activities and outcomes of an organization. Ability to prioritize and make decisions.

# The Person: Culture Impact

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## CULTURE IMPACT

### COLLEGIAL & COLLABORATIVE

Establishes and promotes an environment of mutual respect and shared purpose. Is professionally patient and is able to drive consensus among potentially disparate groups or interests. A confident and inspiring public speaker.

### RELATIONSHIP BUILDER

Demonstrated ability to build relationships, networks, and partnerships, both internally and externally to advance and support the mission and work of RMAI.

# Engagement Team

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Interest in the role and nominations can be sent to: [RMAlexecutivedirector@heidrick.com](mailto:RMAlexecutivedirector@heidrick.com)

**Tonya Muse**

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**Ciara LePage**

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**Bill Hudson**

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*Compensation for the role will be determined based on experience and skillset, with an anticipated salary range of \$250,000 to \$300,000.*

*We encourage any candidate who might have interested to reach out to Heidrick & Struggles.*

Heidrick & Struggles serves the executive leadership needs of the world's top organizations as a trusted advisor for leadership consulting, culture shaping and senior-level executive search services. Our data driven solutions empower senior executives and boards of directors to transform their organizations by leveraging top talent and accelerating performance across all layers of the business.

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