



2023 AMCI Awards of Excellence Honorees



AMCI's highest honor, the **Glenn W. Bostrom Lifetime Achievement Award**, recognizes an AMC leader for outstanding career achievement benefiting the AMC industry. It is named for an association management company pioneer, Glenn Bostrom, founder of Bostrom Corp. This year's honoree is **Robert (Bob) Waller, Jr., CAE**, president and CEO of Association Headquarters, where he has worked for more than 35 years. Bob is the external face of AH, as well as keeper of the company culture. In addition, he has served as the volunteer CEO for five organizations, and as a board member for three others.

A recognized leader in the association management industry, Bob has received several industry awards such as the MASAE Points of Light Award, the NJSAE Excellence in Association Management Award, and the designation of Fellow by ASTM International. Recently, Bob won the Customer Service CEO of the Year award from the Customer Service Institute of America.

Bob is a past president of the AMC Institute, New Jersey Society of Association Executives (now MASAE), and the International Consumer Products Safety Organization. He has served on boards of many non-profits and children's charities, such as Kids in Distressed Situations (K.I.D.S.) and First-Candle.

Constance Wrigley-Thomas, CAE, DES, owner and CEO of Essentient Association Management & Events, will receive the **Excellence in Leadership Award** for her leadership, vision, and teamwork through volunteerism at AMCI. A transformative leader in the association and AMC milieu, Constance started her association career in 1990 when she was hired by the Ontario Restaurant Association as an event planner.



Constance is the co-founder of the AMC Institute Canadian Chapter. In 2014, she approached Serge Miceli, AMC competitor, with an idea to bring together the association management company sector in Canada. This led to the formation of AMCI's first international chapter in 2016. Constance is immediate past-president of the Chapter, served on the AMC Institute Board, volunteered on several committees and was an AMCI mentor. One of her favorite contributions over the years was co-facilitating *AMCs by Size* a half dozen times with her colleague Shari Bricks at AMCs Engaged and the AMCI Annual.

Constance has been recognized by CSAE with its President's Award and received its Service Excellence Award. She was inducted into the Meetings & Incentive Travel Hall of Fame and received the Outstanding Contribution by a Chapter Executive Award from NAIOP - the Commercial Real Estate Association. Constance currently serves on Destination Victoria's Client Advisory Board and two Burlington Chamber of Commerce committees.



The **Rising Leader Award** honoring one who demonstrates the ability to accept and execute leadership by providing extraordinary support and service to the individual's AMC and/or clients will be presented to **Kirsten Reader, chief operating officer of Impact Association Management**. Kirsten joined Impact in 2019 and has led efforts to restructure the company's team and client services. She began as a director of client operations and immediately identified where the company could use efficiencies, implementing them

across the team. Her remarkable attention to detail and ability to view the big picture have helped improve customer retention and boost employee satisfaction.

Within two years at Impact, Kirsten was promoted to COO, where she continues to oversee client relationships and provides direct supervision for 10+ senior-level employees. Kirsten partnered with Impact's CEO to grow the company's client base from small to medium-sized associations and played a significant role in developing the processes and standards necessary for Impact to achieve AMCI accreditation in 2022.



AMCI's Outstanding AMC Culture Award, which measures talent experience, community outreach and internal community building, will be presented to **Parthenon Management Group**.

Parthenon's start came in the early 2000s when its founders, Ronnie Wilkins and Sarah Timm, were running one of the foremost scientific associations. Other associations took notice and started asking for help. Parthenon's culture originated from Ronnie and Sarah, who are still known for exceptional customer service.

"We could not be more excited to receive this award showcasing the level of comradery and acknowledging our team's hard work and dedication to both our clients and our staff," said Parthenon Management Group's President and CEO Sarah Timm. "It is the people who make up Parthenon's team (internally and externally) that create a culture worthy of winning awards."

Parthenon's culture is reflected in its core values and work DNA, where people come first. Parthenon commits to the mission of clients and promotes clients' success. Parthenon starts the hiring process by using Culture Index to find the right candidates and continuing through to a mentorship program, onboarding process, flexible work environments, company workgroups, and internal and external team-building opportunities. Parthenon focuses on team dynamics that encourage staff to connect regularly and maintain an honest, open, transparent, and accountable environment. Leadership aligns team members focusing on strengths, while working with each staff member to build opportunities for growth and professional development. They encourage team members to speak up, allow for innovation and creativity, and seek honesty and transparency. When feedback is given, leadership listens and acts.



The **Excellence in AMC Client Advancement Award**, which highlights an "against all odds" situation that has advanced the AMC, goes to **MCI USA**. From business growth models to member management, MCI USA has more than 20 years of experience serving associations, creating end-to-end solutions that help them achieve goals and carry out missions. MCI USA delivers strategies that build communities, engage like-minded individuals, support members' professional growth and ensure the longevity of the organization.

"MCI USA's Association Solutions consistently delivers innovation and growth strategies to our association client partners," said Carrie Hartin, president of MCI USA. "I'm so proud that MCI USA is being recognized for our team's outstanding work with the Medical Library Association. The partnership between MLA and MCI USA is anchored in trust, transparency, and shared commitment to advance the organization and its mission."

MCI USA focuses on creativity and association management best practices and trends to implement agile governance models and healthy revenue streams that allow associations to thrive. Its key services include membership model development, credentials management, interim CEO services, grant management, volunteer and committee management, and nonprofit growth models.

AMCI will also honor new and renewing accredited AMCs during the celebration. The gala is included in registration for AMCs Engaged! [Click here](#) to register.