



Best Piece of Advice

Interview with Maureen Mullen

Director of Member Services and Senior Leadership, HBA of North Carolina

Describe your career path to working at an association.

From a young age I was known to be the planner and organizer; I coordinated a cruise family reunion when I was 10 years old. This led me to attend Johnson & Wales University to get a degree in Sports / Entertainment / Events Management. My career started in hospitality working for Walt Disney World. The skills and training I acquired there have stayed with me all these years later. I then worked in convention management for Hilton for 10 years before landing my role with NCHBA. I've thoroughly enjoyed working with our amazing members and all the HBA staff across the state. Not long after I started with NCHBA, I called my Mom to tell her I'd never been thanked so much just for doing my job. Our members, the EOs and HBA staff make this job a pleasure.

What was the best piece of advice you received in your career?

Let your yes mean yes and your no mean no. If you agree to do something, make sure you follow through. Being someone who is reliable will help you more than you can imagine. Nobody wants to be known as the person who can't be trusted to keep their word.

What advice would you give yourself at the start of your career?

Don't take it personally. When challenging situations or people happen it's tough not to take the negative experiences or words personally. Being able to find that work / life balance is so vital to your mental and emotional health.

What advice would you give to a new EO or HBA Staff member at the beginning of their career?

Use the vast knowledge of the EOs and HBA Staff from other HBAs. Whether its local, state or national there are so many knowledgeable people who are more than willing to share what they know. Lean on these colleagues and learn from them. Then do the same for the next new person into the HBA world.