



# Josie Rubio



Director Shared Services and Organizational Development

Years with AMI: 10 College / University: The Florida State University

Major: Fashion Merchandising and Business Administration



## Client Touchpoints

Josie maintains senior-level relationships with key clients and internal department leaders to support consistent service delivery, staffing continuity, and operational readiness.

She plays an active role in client implementations and onboarding, partnering with account teams and operations leaders to align staffing models, training programs, and process workflows with client requirements and service expectations.

She works closely with Client Services and Operations to ensure new and expanding programs are supported by scalable systems, clear procedures, and well-prepared teams.

Through cross-functional collaboration, she helps identify opportunities to strengthen processes, improve workforce effectiveness, and enhance organizational performance.



## AMI Role Snapshot

Josie leads AMI's centralized shared services and organizational development functions across the AMI umbrella, supporting American Meetings, Inc. (AMI) and the AMI Meetings.health brand, integrating staffing, training, sourcing, meeting coordination, and capacity planning to deliver scale, consistency, and operational excellence.

She is accountable for workforce planning and utilization, ensuring AMI has the right capacity at the right time to meet client demand while protecting margins and supporting sustainable growth. She partners closely with finance and client services to align resourcing with forecasted work and business priorities.

Josie ensures AMI has the right people, processes, platforms, and partners in place to support client success and profitability, while driving continuous improvement and professional development across operational and client-facing teams.

As a member of the Executive Leadership Team, she contributes to strategic planning, cross-functional alignment, and long-term organizational growth.

Josie oversees the Staffing Coordinator, Training Manager, Manager of Meeting Coordination, and Sourcing team, ensuring full integration of shared services under a unified operating model.

## Bio Synopsis

Josie Rubio is an experienced executive leader with deep expertise in talent acquisition, workforce planning, training, and organizational development. Throughout her career, she has partnered with senior leaders to build high-performing teams, design scalable people strategies, and align talent initiatives with business objectives.

Her background spans leadership development, change management, and operational enablement, with a strong focus on creating consistent operating models that support engagement, retention, and sustained performance.

Known for her strategic and execution-oriented approach, Josie brings structure to complex organizational challenges and delivers practical people and process solutions that strengthen AMI's operational maturity and long-term growth.