

Chamber of Commerce Grand Haven, Spring Lake, Ferrysburg (The Chamber)

Job Description

Job Title: Director of Membership
Reports to: Future -Vice President (COO) Currently - President
FLSA status: Exempt
Approval Date:

SUMMARY:

Actively grow and retain Membership with the Chamber. Develop and implement Membership Sales, Member Engagement and Retention Plans. Serve as a resource to members regarding benefits, opportunities, Leads Networking, affinity programs, etc. Onboard new Chamber members and ensure membership satisfaction.

ESSENTIAL DUTIES:

An employee in this position must be able to perform the essential job functions listed below with or without reasonable accommodation. The Chamber will make reasonable accommodation for a qualified individual with a disability to enable the qualified individual to perform essential job functions.

- As part of The Chamber team, develop and carry out strategies to meet goals for new membership, retain current membership levels, and identify ways to increase membership value
- Develop extensive knowledge of Chamber benefits, always listening for ways to aid current and future members in maximizing membership
- Focus on growing a pipeline of prospective member partnerships
- As a vital member of the engagement team, help expand and diversify the funding base to support the organization's impact
- Propose membership/sponsorship opportunities to potential and existing members
- Complete the on-boarding process for new members
- Foster long-lasting relationships with existing members
- Attend, assist and when required manage Chamber events to network and encourage existing member retention
- Support Leads Networking Executive Council, participate in Leads Networking Groups and coordinate staff participation in Leads Groups
- Represent the Chamber to members and community members in a professional manner.
- Serve to enhance the Chamber's visibility and promote it as a vital function to the business community
- Available to work additional hours on occasion to ensure the timely completion of all responsibilities related to this position
- The majority of duties of this position are performed on-site at the Chamber office, at Chamber member sites and event locations. Remote access may be permitted in special circumstances when approved by the President
- Ability to meet physical demands and perform the essential job functions within the work environment identified in this job description
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

EDUCATION & EXPERIENCE REQUIREMENTS:

- Bachelors' Degree in Marketing, Business or related field required
- 3 years of business development and/or sales experience required
- Experience working in a not for profit environment a plus

SKILLS & KNOWLEDGE REQUIRED:

- Excellent communication skills to engage and collaborate with community, members, and staff
- Possess strong and effective persuasive, oral and written communication skills
- Proficient in Microsoft Office suite; Word, Excel, Outlook, PowerPoint, CRM systems
- Strong customer service, time management and organizational skills
- Detail oriented
- Exhibit sound and accurate judgment and display willingness to make decisions
- Ability to gather and analyze information to solve problems in a timely manner
- Possess unquestioned integrity and ethical standards
- Display contagious energy with a positive attitude
- Possess excellent networking skills

SUPERVISORY RESPONSIBILITIES:

- None

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform essential functions.

- *Physical Demands:*
 - While performing the duties of this job, the employee must be able to remain in a stationary position extended periods of time and be able to move about inside the office to access file cabinets, office machinery, etc.
 - Operate a computer and other office productivity machinery, such as a calculator, copy machine and computer printer and must have the ability to use hands to handle, control or feel objects or controls and reach with hands and arms
 - Constantly communicate and exchange information with team members and must be able to effectively communicate correct information with vendors
 - Read/comprehend, write, communicate orally, reasoning and analytical abilities, and mental flexibility
 - Able to regularly lift to 10 pounds and occasionally will move objects up to 40 pounds
 - Occasionally climb stairs, bend, squat, kneel, crouch, and reach above shoulder to access materials and/or documentation
 - Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to compare and distinguish accounting and administrative data

- Hearing ability to perceive the nature of sounds at normal speaking level with or without correction. Ability to receive detailed information through oral communication and to make discriminations in sound.
- *Work Environment:*
 - While performing the duties of this job, the employee is regularly working in a typical interior/office work environment
 - Position may involve extended work hours including early morning and evening meetings
 - The noise level in the work environment is usually moderate.

TRAVEL: This position requires day travel to current and prospective members. May require periodic travel which may include overnight stays. Must possess and maintain a valid driver's license.

APPLYING: Qualified applicants should send a cover letter and resume, by March 20, 2020, to Nancy Manglos, Director of Talent & Leadership Development via email to nmanglos@grandhavenchamber.org or by mail to:

The Chamber of Commerce – Grand Haven, Spring Lake, Ferrysburg, One South Harbor Drive, Grand Haven, MI 49417