
Membership Coordinator

Chamber of Commerce Grand Haven, Spring Lake, Ferrysburg

Location: Grand Haven, MI

Employment Type: Full-Time, Salaried / Exempt

Salary: \$43,500 annually

Benefits: Medical, Life, Retirement, Disability, Paid Time Off

About the Chamber

The Chamber of Commerce Grand Haven, Spring Lake, Ferrysburg has been serving the businesses and communities of Northwest Ottawa County for more than 125 years. The Chamber facilitates economic drivers and meaningful connections that support business development, sustained growth, and quality of life across our region.

Position Summary

The Chamber is seeking a highly organized, detail-oriented, and service-driven professional to serve as Membership Coordinator. This role is responsible for delivering exceptional member service, maintaining accurate membership data, and supporting the day-to-day operations of the Chamber.

This position requires strong attention to detail, a high level of execution, and the ability to manage multiple priorities in a fast-paced environment. The Membership Coordinator plays a critical role in ensuring operational accuracy, supporting revenue-related processes, and contributing to a positive and professional member experience.

The Membership Coordinator serves as a key operational partner to the Chamber team, ensuring that systems, communications, and member interactions are handled with precision, consistency, and care.

Key Responsibilities

Member Experience and Customer Service

- Provide a high level of professional, responsive customer service to Chamber members, partners, and the public

- Serve as the first point of contact by welcoming visitors, answering phones, and responding to inquiries in a timely and professional manner
 - Support member engagement by assisting with communications, requests, member-to-member coupons, member job postings and general Chamber interactions
 - Coordination of the Chamber Dune Dollars community gift card program
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Database Management and Operational Accuracy

- Maintain accurate and up-to-date membership records, including business information, billing data, and website listings
 - Ensure a high level of data integrity through consistent review, updates, and attention to detail
 - Utilize the Chamber database and systems to support reporting, communications, and member engagement efforts
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Billing and Revenue Support

- Create and distribute invoices for memberships, sponsorships, and events
 - Support accounts receivable processes, including tracking payments and assisting with collections
 - Provide administrative support to the accounting function to ensure timely and accurate financial processing
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Communications and Administrative Support

- Coordinate and distribute member communications, maintain member logos, schedule radio interviews
- Assist in maintaining website content, updating webpages and ensuring information is current and accurate
- Provide administrative support for Chamber initiatives, publications, and internal projects

Programs and Event Execution Support

- Provide hands-on event execution support, including on-site coordination, registration management, setup and teardown, and real-time problem-solving to ensure a seamless and professional attendee experience
- Assist with event logistics, registration, preparation, and coordination to support successful program delivery
- Scheduling and coordination of member ribbon cutting celebrations
- Collaborate with the events team to ensure all programs are executed with a high level of professionalism and attention to detail

Operational Excellence and Team Support

- Manage multiple responsibilities simultaneously while maintaining accuracy and attention to detail
- Support team members across departments to ensure organizational goals are met
- Identify opportunities to improve processes, efficiency, and overall member experience

Work Environment and Expectations

- Position is primarily based on-site at the Chamber office
- Attendance at Chamber events is required, including early mornings and evenings
- Ability to manage multiple priorities, interruptions, and deadlines in a fast-paced environment is essential

Qualifications

- Minimum of 2 years of experience in an administrative or office support role

- Strong attention to detail and demonstrated ability to maintain accuracy in data and processes
 - Excellent organizational and time management skills with the ability to prioritize competing demands
 - Strong customer service and interpersonal skills
 - Proficiency in Microsoft Office (Word, Excel, Outlook, MS Teams) database systems, and project management software
 - Basic understanding of accounting principles preferred
 - Ability to work independently and as part of a team in a collaborative environment
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Core Competencies

- Attention to detail and accuracy
 - Customer service excellence
 - Organization and time management
 - Communication and responsiveness
 - Team collaboration and support
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Chamber Core Values

All employees are expected to reflect the Chamber's core values in all aspects of their work:

Lead with Purpose

Enthusiastic Pursuit of Excellence

We Win Together

Need & Desire to Learn

Transparent, Open and Honest

Ideal Candidate Profile

The ideal candidate is a detail-driven, service-oriented professional who takes pride in accuracy, responsiveness, and supporting others. They bring a strong work ethic, a positive

attitude, and a commitment to delivering a high-quality member experience while keeping operations running smoothly and efficiently.