

POSITION DESCRIPTION

Position: Membership Manager **Reports to:** President

Department: Chamber of Commerce **Date:** June 2010

Role Description:

The role of this position is to establish and coordinate a professional, systematic, businesslike approach to membership development, retention, and relations.

Dimensions:

This position is responsible for membership investment, which comprises 30 to 50 percent of the annual Chamber budget. This position is a base salary plus commission working in a fluctuating workweek. Job Classification: Exempt

Nature of the Position:

- Solicit prospects using all available mediums.
- Develop and maintain a complete listing of all potential membership prospects.
- Coordinate and assist the Diplomats with collection of new members, monthly membership drives, quarterly membership blitz campaigns, and annual telemarketing program.
- Stage a semi-annual orientation program for members in conjunction with Membership & Events Assistant
- Assist in the creation and control of all membership-related materials: Membership Kits, Sales Brochures, Plaques, Door Decals, Membership Cards, New Member Kits, etc.
- Supervise, update, coordinate and market the Member to Member Discount Program.
- Send all new members appropriate Membership items (i.e. Welcome Letter, listing of new members in monthly newsletter, etc)
- Coordinate with VP of Finance to insure accurate membership records.
- Keeps management informed as to status of major accounts (gold and silver).
- Attend meetings as designated by the President & VP of Finance
- Execute generally accepted techniques and procedures for new member collections.
- Market services to the membership which includes presentations to various audiences re: member benefits
- Handle complaints/comments and provide "feed back" to management.
- Provide direct staff assistance for designated special events.
- Assist the President with various duties as needed.
- Prepare and manage membership analysis (i.e. statistics, trends, power point presentations when needed, etc)
- Other duties as assigned
- Staff liaison for the Ambassadors and attends Diplomat Committee meetings