

Job Description

Job Title: Manager, Member Relations

Date: April 2019

Job Summary:

The Member Relations Manager is responsible for member engagement and retention activities including new member on-boarding, educational/engagement events, volunteer programs and member services support.

Essential Duties and Responsibilities:

Member Engagement/Retention

- Manages member involvement and maintenance operations including on-boarding process, new member contact plan, long-term member contact plan, council retention activities, at-risk activities, and Splash contacts.
- Directs and facilitates member educational programs and engagement events including Chamber 101, Chamber 201, New Member Receptions, and Coffee & Commerce.
- Utilizes data to identify at-risk members and works to facilitate their engagement.
- Manages Member Discount Program including partnerships and vendor relationships, marketing/promotions, member utilization and associated non-dues revenue.
- Assists with accounts assigned to MR and previous account managers in the areas of member services, trade renewals and engagement.
- Performs involvement calls and meetings with members needing assistance with Chamber involvement and marketing strategies. Facilitates strategic account upgrades for members needing higher level visibility or access.
- Manages retention activities for accounts assigned to MR and previous account managers with annual dues <\$3,000.
- Manages Ribbon Cutting Committee to utilize volunteer assistance with ribbon cuttings.
- Effectively resolves member issues and concerns to ensure a positive Chamber experience for the member.

Chamber Councils

- Works with Council leadership in the development of appropriate retention efforts. This includes assistance with Council membership committees and new program development designed to attract and retain members, including small-group 201 programs.
- Collaborates with Councils Director on Council initiatives involving education, communications, and administration to maintain good cohesion in programs, operations and member engagement.

Operations, Development and Planning

- Contributes to key technology projects effecting member engagement and retention (i.e.: Enhancements to website, online offerings, social media improvements, etc.)
- Performs periodic membership database audits related to accounting and recognized investment levels.

Other Responsibilities

- Attends all Member Relations Division events.
- Provides assistance and support to Chamber members, staff and volunteers.
- Contributes to departmental planning and strategy.
- Special projects as assigned.

Education and Experience Requirements:

- College degree preferred.
- 5+ years of professional work experience, member/customer relation, staff/volunteer management required.
- Experience with project management and high-level corporate relations preferred.

Knowledge/Skills/Abilities:

- Ability to work effectively with all levels of internal and external associates/customers/colleagues.
- Demonstrated ability to effectively communicate both verbally and in writing.
- Ability to develop and maintain collaborative relationships at all levels within the organization.
- Ability to follow through on issues, make informed decisions that comply with policies and procedures, complete tasks and problem-solve.
- Ability to manage multiple priorities.

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- Possess intermediate to advanced level knowledge of Microsoft Office software applications.
- Ability to work with minimal supervision.

Skill Requirements: (X = Required for job)			
X	Utilize internet web sites/functions	X	Public speaking/group presentations
X	Utilize word processing software	X	Reasoning and logic
X	Utilize spreadsheet software	X	Leadership and supervisory
X	Utilize database software	X	Retrieve and compile information
X	Typing/computer keyboard	X	Maintain records/logs
X	Analyze and interpret information	X	Verify data and information
X	Ability to communicate verbally	X	Ability to prepare written communications
X	Operate office equipment, fax, phone, calculator, etc.	X	Basic mathematical concepts (add, subtract, multiply, divide)
X	Investigate, evaluate and recommend action	X	Advanced mathematical concepts (fractions, decimals, rations, percentages, graphs)
X	Organize and prioritize information/tasks		Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics)
Physical Requirements: (X = Required for job)			
X	Sitting for extended periods	X	Lifting up to 20 pounds of office supplies/equipment
X	Extended periods viewing computer screen	X	Carrying up to 20 pounds of office supplies/equipment
X	Walking	X	Pushing/Pulling
X	Reading	X	Bending/Stooping
X	Standing	X	Reaching
X	Writing	X	Grasping
X	Hearing	X	Repetitive Motions
Hazards: (X = Required for job)			
X	Normal office environment		Electrical current
	Toxic or caustic chemicals	X	Housekeeping and/or cleaning agents
	Flammable, explosive gases		Proximity to moving mechanical parts
Employee Acknowledgement:			
I have reviewed and understand the requirements stated in this Job Description.			
Employee's Signature		Date	