



Your Destination
Of Opportunity



Southern Wayne County Regional Chamber of Commerce Position Profile

POSITION: Membership Services Representative

REPORTS TO: Director of Membership Services, and SWCRC President

FUNCTIONS: The incumbent is responsible for membership sales and retention, along with administrative duties as it relates to membership services and Chamber events. Further, the incumbent is responsible for special projects as assigned by the President.

RESPONSIBILITIES:

Membership Services

- Recruit new Chamber members using Chamber programs and strategic recruitment tools (Training provided)
- Work with leadership to develop and maintain a strong recruitment and retention plan for chamber membership
- Provides new member information in a timely manner to the Director of Membership Services and president to manage membership database.
- Attend weekly staff meetings, and provide Membership Services Director with a report of targeted potential members for that week.
- Promote the benefits of Chamber partner programs and events to the membership and community
- Attend Chamber functions when deemed necessary for membership
- Assist in monthly membership renewal packages & distributes membership window stickers when needed.
- Manage membership database including data entry. Responsible for inputting new member information under the direction of the Director of Membership Services, to include online directory listing, email distribution database, and more.
- Assist Director of Membership Services in potential member record keeping, including call sheets and follow-up on membership calls.
- Assist in planning and execution of quarterly Member Orientations
- Assist in production of membership recruitment materials.
- Document all work processes and procedures thoroughly and accurately.

Events

- Assist Director of Events & Operations in solicitation of sponsorships, donations and attendees for various events and meetings. Compensation includes commission on event sponsorships.
- Assist Legislative & Business Forum coordinator in production of monthly forums.
- Assist in event production, including preparation leading up to the event, and day of setup and tear down.

General Duties

- While in the office, answer phone calls in a polite and courteous manner. Refer calls to the appropriate staff member.
- Greet visitors in a polite and courteous manner. Refer visitors to the appropriate staff member.
- Assist in preparing monthly board meeting packets.
- Perform additional responsibilities as assigned by the President.

QUALIFICATIONS:

- Associates Degree in General Business preferred, or may substitute with equivalent, relevant work experience.
- A minimum of two (2) years of relevant experience.
- Moderate to high proficiency and/or aptitude in Microsoft operating system.
- Strong communication skills, both oral and written.
- Knowledge of e-mail and social media marketing techniques and tools.
- Energetic self-starter with the ability to work under tight deadlines, to manage multiple projects and to multi-task.
- Consummate professional in conduct with elected officials, staff members, businesses, board members and the public with the ability to establish effective working relationships.
- High level of attention to detail and accuracy, strong organizational skills, and ability to prioritize and meet deadlines.
- Entrepreneurial team player with ability to work independently.

Compensation:

- \$14 per hour with a commission plan as follows:
 - 20% commission on new member sales
 - 20% commission on event sponsorship sales beyond admission fees

Work Hours:

- Part-time position, 30 hours per week
- Monday – Friday