

Job Description: **Member Relations Manager**

The **Member Relations Manager**, working under the supervision of the Executive Director, is responsible for recruiting and retaining chamber members. Key objectives are to: (1) prospect and qualify leads; (2) sell new memberships to non-member firms; (3) provide service to existing members for the purpose of member retention.

Key Tasks and Responsibilities

- Participates in creating a sales strategy to attract new members
- Leads the sales function by executing the sales strategy
- Manages the onboarding process for all new members
- Interacts with members by phone, email and in person throughout the year using pre-established communication touchpoints
- Coordinates and executes an effective and efficient membership retention plan
- Tracks engagement and outreach using association management technology
- Meets membership goals as defined
- Adjusts sales strategy when needed, as directed by senior leaders

Requirements

- High school diploma or equivalent required, some college preferred
- Must be able to use a computer, smart phone, and tablet
- Must be able to respond to and initiate phone calls and email messages
- Must be able to meet in person with sales leads and members
- Must be able to attend networking events that occur during evening hours
- Must have 3+ years of sales experience, preferably in association management
- Must have professional writing skills
- Must have analytical and problem-solving skills
- Must have strong organizational and time management skills
- Must have ability to work independently
- Must maintain a professional demeanor, including while experiencing stress
- Must have reliable transportation

Key Competencies

- Building relationships
- Organization and follow-up
- Problem-solving
- Flexibility
- Communication (writing and interpersonal)
- Teamwork

Position Details

- Full-time position with some evening hours required
- Annual salary of \$35,000 to \$45,000, dependent on experience, plus commission
- Health and dental insurance available
- Flexible schedule and location, with alternative hours and partial-remote work possible

Please submit résumé and cover letter by Friday, May 13 to info@northsidechamberofcommerce.com.