

Job Description



Position Title: **Director of Member Relations**
Employee Name: _____
Report To: Vice President of Membership
Department/Division: Membership
Classification: Exempt

Summary of Position:

This position directs the efforts and programs relative to member relations and involvement, including direct contact with members. In addition, this department solicits sponsorships for chamber programs and plans membership recruitment efforts such as membership drives.

Essential Functions:

- Develops and oversees retention program designed to increase membership.
- Communicates with VP of Membership regarding all activities and progress of each project.
- Responsible for visiting, at a minimum, 8 members monthly to gather and share member needs.
- Assists in the annual development of the departments Plan of Action and budget to meet objectives.
- Directs and executes fundraising events to include Business Expo, and Chamber Classic Golf Tournament.
- Participates annually in the planning and implementation of the Total Resource Development Campaign.
- Oversees and directs program and network activities.
- Works closely with the Communications & Marketing Department to promote programs and services through targeted literature, Chamber publications and the media, where appropriate, to involve the greatest possible number of member businesses in the Department's programs and services.
- Directs and works with Ambassadors, and the Ambassador Chairman to develop and organize meetings, activities, and track points.
- Orients, promotes new Ambassadors, and attends Grand Openings and Ribbon Cuttings.
- Responsible for continuity of customer service efforts with staff for internal and external customers.
- Oversees membership contact programs as outlined in annual Plan of Action, and coordinates member visits.
- Attends all functions relative to member relations or assures and coordinates appropriate staff attendance.
- Monitors the progress of initiatives and ensures that stated objectives are met on- budget and in a timely manner.
- Works with VP of Membership to manage personnel and operations to assure that department goals and objectives are met.
- Evaluates the performance of department members answering directly to the Director on a regular basis.
- Responsible for the supervision of Help Desk Receptionist.
- Attends all safety and health training, as required, in a timely manner.
- Works when scheduled and complies with company attendance policy.
- Observes and practices all safety procedures and policies.

Skills, knowledge and abilities: (these are required to enable job holder to perform the essential functions of the job).

- Ability to speak in public.
- Ability to communicate clearly orally and in writing.
- Ability to be self-sufficient, independent, and resourceful.

- Ability to interact with colleagues, supervisors and members face to face.
- Must possess effective communication skills with ability to deal with and negotiate with members of all backgrounds and personalities.
- Must be able to use applied knowledge to formulate positive solutions to problem situations.
- Must be able to apply common sense.
- Must be able to effectively read, write and communicate in English.
- Must have above average computer skills including Microsoft Office Programs.
- Must be able to add, subtract, multiply and divide, using fractions and decimals.
- Must be able to work well under pressure and manage priorities.
- Must be able to demonstrate organizational skills and attention to detail.
- Must be able to lift and carry up to 40 lbs. occasionally.
- Must be able to see within normal range with or without corrective lenses.
- Must be able to sit for extended periods of time while using hands, fingers and wrists repetitively on a computer keyboard.
- Must be able to occasionally climb stairs.
- Must be able to stand and walk throughout the day.
- Must be adaptable to change with short notice.

Marginal Functions: (Duties that are likely to be assigned to this person unless he/she proves unable to perform them after receiving training and/or accommodations that the company judges appropriate).

- Other duties as assigned.

Experience/Education:

High school graduate or G.E.D. Bachelor’s degree or a minimum of three years’ experience in management, event planning, chamber work or related activities. Previous experience in customer service and public contact required. Must have a valid driver’s license and pass a background and vehicle check. Position will require occasional after-hours work.

Work conditions:

This position includes both environmental conditions: Activities occur inside and outside.

Mobile Area Chamber of Commerce is an Equal Opportunity Employer All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.

I have read and understand this job description and agree that I am able to fulfill the essential functions as stated above with or without accommodation. I further understand that it is my responsibility to request an accommodation, if necessary, to fulfill the essential functions of this position.

Applicant’s / Employee’s Signature

Date

Vice President of Membership

Date