

Job Description



Position Title: **Senior Director of Membership**
Applicant Name: _____
Report To: Senior Vice President of Membership Engagement
Department/Division: Membership
Classification: Exempt

Summary of Position:

The Senior Director of Membership is responsible to the Sr. VP of Membership Engagement for the overall revenue growth of the Membership Department. The Sr Director oversees Membership events and programs, including ensuring top line revenue growth goals are met or exceeded. Responsibilities will also include working to ensure the successful implementation of the Board of Advisors program and recognition, membership services, and non-dues related products and services. This will include successful execution of the annual total resource development campaign. (a.k.a. Chamber Chase)

Essential Functions:

- Directs the planning and implementation of the annual total resource development campaign, Chamber Chase, representing a significant amount of revenue each year.
- Program and event execution in line with company budgets, ensuring member satisfaction and profitability for each program or event.
- Re-activate Membership networking events, (I.e. Business After Hours), securing desirable locations and sponsors.
- Drive member growth in numbers of members and average revenue per member.
- Administer activities outlined in the annual budget and develop a plan of action to address any shortfalls.
- Ongoing communication with the Sr. VP of Membership to report progress on goals and objectives pertaining to Plan of Action and progress made toward accomplishing goals and objectives.
- Develop additional member value and revenue streams, publication, and communication of compelling and understandable materials to market the products and services available.
- Develop and direct initiatives to deliver value to member companies and provides support for these activities.
- Visit a minimum of four members monthly to build goodwill and gather information to share on needs and opinions.
- Represent the Chamber at events, including Member recognition at Membership Department events. (I.e. Ribbon Cutting or Coffee with the Chamber)
- Occasionally assists as front desk back-up, as required.
- Supports the importance of Diversity, Equity, and inclusion throughout the Chamber and its program of work.
- Effectively manages the company database, with the ability to leverage the CRM tool for member communications.
- Attends staff, departmental meetings, and safety and health training, as required, on time.
- Cross departmental communication and support, including participating in event execution.
- Works when scheduled and complies with company attendance policy.
- Travels as required

Skills, knowledge and abilities: (these are required to enable job holder to perform the essential functions of the job). Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

- Ability to develop and inspire confidence, trust, and respect from internal and external contacts maintaining open communication.
- Ability to be self-sufficient, independent, and resourceful.
- Ability to interact with colleagues, supervisors, and members face to face.

- Ability to communicate clearly, orally, in writing, and uses emotional intelligence to work through challenges and issues.
- Must have strong business experience, excellent oral and written communication skills, exceptional interpersonal and presentation skills, thorough knowledge of MS Office software, including Outlook, Word, Excel, and PowerPoint.
- Must be able to demonstrate practical public speaking skills.
- Must be able to prepare clear, concise, and accurate reports.
- Must demonstrate effective leadership, supervisory, and motivational skills.
- Must be able to help plan, direct, and evaluate the work of subordinates.
- Must be able to interact with staff effectively, boards, investors, community leaders, elected officials, university officials, existing businesses, and volunteers essential in carrying out the Chamber's mission.
- Must have a sincere concern for helping maintain and create first-class Chamber of commerce programs.
- Must possess communication skills to deal 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 read, write and communicate in English effectively.
- 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 25 lbs. occasionally.
- Must be able to see within normal range with or without corrective lenses.
- Must be able to sit for extended periods while using hands, fingers, and wrists repetitively on a keyboard.
- Must be able to climb stairs occasionally.
- 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).

- Participates in conferences and training as directed
- Position requires meetings and activities outside of regular work hours; must be flexible
- 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 motor vehicle check.

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

COO’s Signature

Date

President/CEO Signature

Date