

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, securing site locations, and ensuring top line revenue growth goals are met or exceeded. This will include successful execution of the annual total resource development campaign. (a.k.a. Chamber Chase)

Responsibilities will also include ongoing communications, and collections, if necessary, with Board of Advisors members, especially those brought onboard by the Chamber Chase volunteers.

**Essential Functions:**

* Directs the planning and implementation of the annual total resource development campaign, Chamber Chase, representing a significant amount of revenue each year.
* Cross departmental communication and support, including coordination of sponsorship forms, clear communication when sponsorships are secured, and participating in event execution.
* Processing of volunteer incentives, including annual incentive trip.
* Program and event execution in line with company budgets, ensuring member satisfaction and profitability for each program or event.
* Secure desirable locations and sponsors for Membership networking events, (I.e. Business After Hours),
* 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 and communication of compelling and understandable materials to market the products and services available by volunteers. This includes keeping the dedicated TRC website updated.
* Develop and direct initiatives to deliver value to member companies and provides support for these activities.
* Visit a minimum of four sponsors 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)
* Supports the inclusion of all citizens 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.
* Works when scheduled and complies with company attendance policy.
* Travels as required.

**Skills, knowledge, and abilities:** Required to enable job holder to perform the essential functions of the job.

* 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 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 attend meetings and activities outside of regular work hours; must be flexible.
* Must be able to participate in conferences and training as directed.
* Ability to be adaptable to change with short notice.

**Physical Requirements:** Required to perform the essential functions of this position.

* Ability to lift and/or carry objects weighing up to 25 pounds occasionally.
* Ability to be able to see within normal range with or without corrective lenses.
* Ability to be able to sit for extended periods while using hands, fingers, and wrists repetitively on a keyboard.
* Ability to ascend/descend stairs occasionally.
* Ability to stand and walk throughout the day.

**Experience/Education:**

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.

*This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are* *required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time or without notice.*

*Mobile Chamber is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or veteran status. We provide reasonable accommodations for individuals with disabilities.*