



Membership Director

The **Membership Director** plays an integral role in attracting, engaging and retaining members. The person in this role serves as a liaison between the membership, provides support to the Membership and Marketing committees and assists with member-related marketing, events and programs. This position delivers the highest quality customer service by listening and responding to all members and potential members and anticipates member needs and interests and recommends programs, products and services appropriately. This position reports to the President & CEO.

Member Services

- Create and follow membership recruitment and retention activities and systems to meet goals
- Manage pipeline of prospective members - proactively reach out to provide information about membership, events and opportunities
- Support the Membership Committee with direction and coordination
- Onboard new members and interact daily with members in person and via phone and email to encourage engagement and use of membership benefits
- Contact members at regular intervals to ensure a positive member experience
- Maintain and grow Ambassador Program – Manage ambassador volunteers and designated member lists to each Ambassador tier

Events/Committee Support

- Coordinate and assist the Membership Committee to plan, manage and attend monthly Business Afterhours and Quarterly Member Meetings networking events
- Attend other events as needed to interact with members and build rapport and increase member engagement

Marketing

- Assist Marketing Director to create membership materials and develop membership campaigns
- Assist with events marketing, update social media and website to the extent that it supports membership efforts and goals
- Provide support to the President & CEO and Marketing Director regarding multi-chamber, networking events and/or meetings and workshops and other activities

Key Skills and Qualifications

- Outgoing, self-motivated, articulate and maintain a professional appearance and demeanor
- Membership sales experience, superior customer service, event management and fundraising experience
- Highly-organized, detail-oriented, self-starter who is able multi-task, discern work priorities and follow through using effective organizational, administrative, and time-management skills
- Outstanding written and oral communication skills and stellar customer service practices to work with staff, Board of Directors, volunteers, members, and the general public
- Ability to exercise independent judgment and work as part of a team to meet deadlines and juggle multiple priorities while maintaining both quality and quantity of work