

MEMBERSHIP MANAGER JOB DESCRIPTION

The Membership Manager is responsible for facilitating business relationships and sales strategies to expand and retain memberships. Additionally, the Membership Manager will develop and execute the education of member benefits and establish suitable programs and activities to meet member's needs.

Primary Duties and Responsibilities

- Responsible for achievement of membership goals and objectives following all guidelines, policies, and procedures.
- Contribute to overall Evangeline Chamber of Commerce (ECoC) goals, including revenue generation and membership retention and recruitment.
- Works seamlessly with board of directors to execute the ECoC's strategic plan
- Report and track financial status, membership, and programming and provide support to the Board of Directors as needed.
- Create a budget, and exercise fiscal responsibility in the creation and oversight of the approved ECoC budget.
- Maintain customer relations to support the ECoC membership plan.
- Develop, follow through, and lead opportunities, events, programming, and sponsorships.
- Identify and meet the current and future needs and expectations of the members (e.g., Louisiana workforce support, business planning, financial training, new member onboarding, and networking, etc.).
- Responsible for content and maintenance of weekly newsletter, and digital communications, (e.g., audio, digital, social media, and ECoC website).
- Implement, promote, and support all ECoC initiatives and programs to the members and community at large, including ribbon cutting and best practices for grand openings.
- Create opportunities to drive member engagement in our quality programs and experiences.
- Research, design and direct member programming and associated events aligned with the business interests of the ECoC's diverse membership.
- Maintain an accurate membership database, including but not limited to, processing membership dues, invoices, and payments.
- Perform other related duties as assigned.

Education, Experience, and Skills

- *Any equivalent combination of education, training and/or experience will be considered*
- Two- or four-year college degree in business, marketing, public relations, or communications and minimum 2 - 3 years of related experience in sales, relationship management, and/or fundraising are preferred.
- Has a proven track record for delivering quality customer service. Ability to manage customer relationships and expectations leading to exceptional customer experience.
- Industry association member acquisition experience (preferred).

- Strong sales skills (formal sales training preferred)
- Ability to problem solve and exercise judgment and tact
- Professional business acumen and appearance required
- Effective time management, organization, and prioritization skills; ability to work independently
- Self-motivated and directed with well-defined leadership and people skills
- Solid work ethic, with the ability to capably handle multiple competing priorities and adjust work hours according to the demands of the job
- Listens actively; builds trust; uses the appropriate media for the situation
- Experience with budgeting and basic financial/accounting principles
- Proficient in computer software including Microsoft Office Suite
- Must demonstrate excellent written and spoken communication skills (including ability to present to audiences of all titles, including C-Suite), attention to detail, organizational skills, and exceptional customer focus
- Working knowledge of virtual meeting platforms, (e.g., Zoom, Microsoft Teams, etc.) and social media platforms (e.g., Facebook, LinkedIn, Twitter, and Instagram)
- Experience in use of membership/donor database for management of member/prospect records, and mailings (preferred)

Hours: Full-time position
Typically, 8am – 5pm Monday – Friday
Occasional weekend days for special events
Some flexibility due to after-hours events/activities

Salary: Commensurate with qualifications and experience
Opportunities for commission and/or bonuses

To apply, please email the following to { [HYPERLINK "mailto:evangelinechamber@gmail.com"](mailto:evangelinechamber@gmail.com) }:

1. your resume (maximum two pages) and,
2. (a) a cover letter indicating why you are seeking this position, and (b) your vision for the Evangeline Chamber of Commerce under your leadership

Applications must be received by 5 p.m. Friday, April 29, 2022.

NOTE: This job description is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills, and responsibilities required. Additionally, this job description is not intended as an employment contract, implied or otherwise. The Evangeline Chamber of Commerce continues to maintain its status as an at-will employer and an Equal Opportunity Employer.