



**Title:** Member Relations Manager

**FLSA Status:** Exempt

**Reports to:** Vice President, Membership

### **Objective**

Responsible for member retention program goals and related activities, and reporting. Provides a professional introduction to Chamber membership and related services to encourage engagement. Predominantly outbound calls, connecting with businesses while growing and retaining membership. Assist with identifying the correct FIT within the Chamber to ensure a positive overall experience that supports engagement and renewal action. Support the implantation of Chamber vision as outlined by the Board of Directors.

### **Responsibilities**

- Consistently meet and exceed retention sales goals.
- Supports and enhances the total member experience by;
  - Engaging in frequent in-person member calls; ascertain interests and objectives of members
  - Reflecting the Chamber's positive community reputation
- Create and implement a retention strategy that makes sure sales goals are consistently met.
- Submit reports on activity regularly, capture in the Chamber's CRM software, and maintain clean and updated member and prospect records.
- Communicate with all current Fit 1 and 2 members and prospects on a regular basis, providing solutions as needed, and oversee outbound sales activity with primary attention on FITs 1 and 2 memberships.
- Participates in large majority of Chamber programs and events, some of which are offsite and outside of normal working hours
- Assist in the implementation of various Chamber programs, Ambassador and Membership Committee participation and annual dues renewal activities.
- Coordinate with other members of the sales team and department heads as needed to generate sales and provide excellent customer service.
- Assist in gathering information for newsletter and articles that promote business members.
- Adhere to all company procedures, values and policies so that you provide an accurate representation of the Chamber to all potential and current members.
- Perform duties as efficiently as possible, reducing costs when possible, and maintain receipts and accurate records for all job-related expenses.
- Documents all process and procedures, as necessary, related to job duties and responsibilities
- Other duties as assigned

## **Specifications**

### Required:

- 3-5 years' experience in sales, preferably with demonstrated outside sales success
- Excellent verbal and written communication skills
- Strong organizational skills
- Proficiency in Microsoft Office
- Must conduct yourself in a professional manner

### Preferred:

- Bachelor's degree in business, communications or a related field
- Bi-lingual; fluent in Spanish preferably
- Experience in member database management and CRM a plus

### Desired:

- Ability and confidence to properly communicate with members
- Ability to multi-task and work in a changing, fast-paced environment
- Work independently but succeed and operate as part of a team
- Ability to perform job functions with a minimum of daily supervision
- Proficiency in using Microsoft Office Suite
- Committed to service excellence in all areas

## **Relationships/Accountabilities**

- Works cooperatively and positively with all staff members while ensuring strong collaboration of teams. Work efficiently and accurately in a friendly, engaged and professional manner
- Accountable to members and volunteers by ensuring their needs are met and questions are answered in a timely, friendly and professional manner
- Accountable to the Vice President, Membership by ensuring that all tasks and duties are completed accurately within specified deadlines
- Support Chamber staff, members and volunteers to promote an environment of excellence, teamwork, dignity and respect.
- It is important that all communication and information regarding the Chamber, members, staff and others be kept in strictest of confidence.
- Exhibits a total commitment to maintaining the high-quality service standards of the Tampa Bay Chamber; demonstrates service excellence skills in dealing proactively with members, visitors, colleagues, and all Chamber contacts.

*This document in no way states or implies that these are the only duties to be performed by the employee occupying this position. All applicants are subject to pre-employment drug and background screenings.*