General Summary
The Member Relations Manager will build and maintain positive relationships with current members through communication and education, focus on enhancing member experiences and satisfaction, and increase retention rates with the first three years of Chamber membership as the priority. A consistent professional style is required, providing exceptional customer service.

Essential Job Responsibilities
- Research creative and effective programs and services to enhance membership and overall Chamber membership retention
- Develop relationships and rapport with members, serving as primary contact for new member requests and FAQ’s
- Develop, implement, and track effectiveness of retention efforts, activities, and strategies for members in their first through third years
- Serve as an information resource and provide high quality experiences for members to learn about benefits, opportunities, discounts, and programs
- Work closely with membership representative(s) to coordinate positive member experience, from point of sale through third year renewal. Member Relations Manager will work closely with membership representatives on training and strategies in increase and enhance sales.
- Coordinate and run the Chamber’s Ambassador program
- Work in conjunction with appropriate staff to initiate communication and outreach to increase participation/engagement/value of our newest members
- Develop communication plan/strategies to successfully retain at-risk members
- Make late membership renewal and account collection calls (email, telephone, and in-person)
- Interview members that drop membership to determine reasons for dropping membership
- Update Chamber staff on member concerns
- Provide input and oversight of retention-related budgeted dollars
- Assist with New Member Reception

Organizational Relationships:
Accountable to the Vice President for all phases of job responsibilities
Consults and coordinates with:
- President and CEO
- Chamber staff
- Chamber members
Additional Responsibilities

- Strong verbal and written communication skills required
- Demonstrate excellent customer service
- Superior project management skills with the ability to work independently or collaboratively to lead initiatives
- Ability to multi-task and establish priorities
- Attend and support Chamber events, programs, and services as assigned, including those that are before and after regular office hours
- Comfortable working with and developing relationships with diverse populations
- Creative approach to accomplishing responsibilities
- Help update and maintain Chamber membership database
- Answer member/non-member inquiries, and provide information as requested
- Attend informal meetings (i.e., planning, needs assessment, idea generation for program and services support)
- Commitment to professional development
- Attend weekly staff meetings
- Administrative as needed (i.e., file, copy, print, collate, stuff, mail, assemble)
- Other duties as required

Compensation

- This is a full time benefited position. The salary is pre-determined
- The incumbent will have the ability to earn commission sales on any new members that are brought on.
- The incumbent shall also have the right to the renewal benefit for the first three years for any members previously assigned to sales staff that are no longer working for the Chamber

Applicants should send a resume and cover letter to Rick Weldon: rweldon@frederickchamber.org before close of business Wednesday, February 11, 2015.