

**Position Title:** Membership Manager

**Organization:** Tri-Village Chamber Partnership (TVCP)

**Accountability To:** Executive Director

The Membership Manager plans and executes a strategic membership sales plan for the Tri-Village Chamber Partnership (TVCP). The Manager identifies prospects, determines their needs, communicates the Chamber's values, and closes the sale. The Membership Manager grows the TVCP membership by driving a sales strategy projecting the Chamber's message/brand to all its stakeholders. The Manager is also responsible for serving the needs of existing members and developing membership retention strategies. The Manager, in partnership with the Executive Director, Board of Directors and committees, is responsible for developing, creating, and implementing a plan to increase and maintain existing membership.

**Measures of Success:**

- Dramatic growth in overall Chamber membership
- Membership diversity by industry, geography, and company size.
- Financial performance against budget.
- Strong social media presence for promoting and recruiting of new and existing members.
- Production of weekly email newsletter.

**Skills Required:**

- Ability to maintain and build strong relationships.
- Exceptional interpersonal and communication skills. (Strong written, oral, and listening skills.)
- Highly organized and detailed-oriented.
- Creativity and strategic thinking.
- Ability to work independently as well as in a team environment.
- Highly developed customer service skills.
- Software Experience
  - Microsoft Office Suite
  - Membership Management Software
  - Canva or equivalent
  - Social media scheduling tools
- Creation of marketing collateral promoting Chamber members and benefits.
- Wordpress website experience preferred, but not required.

**Qualifications:**

- Bachelor's degree preferred.
- Business-to-business sales experience.
- Knowledge and understanding of the Tri-Village area business community.
- Leadership of diverse volunteers, both internal and external to organization.

**Duties:**

- Develop and execute the Chamber's membership sales strategy.
- Promote and sell Chamber memberships to businesses and individuals throughout Grandview Heights, Marble Cliff, Upper Arlington and beyond.
- Identify member prospects while maintaining existing memberships.
- Build a strong network to identify member prospects.
- Develop and monitor membership application process.

- Maintenance of membership database in ChamberMaster.
- Participate in the Membership, Marketing, and Programming and Events committees.
- Maintenance of social media presence and website.
- Attend and participate in all TVCP events.
- Work with Executive Director and Marketing committee to create marketing tools promoting TVCP.
  - Identify needs of potential TVCP members.
  - Determine unique messages to market TVCP.
  - Create marketing materials promoting membership sales and retention.
  - Publish a weekly email newsletter to the membership.

**Salary Range:** \$32,000 to \$36,000 per year with 10 days paid vacation and 10 paid holidays.

Please submit resume and cover letter to David Polakowski, Executive Director, at [info@chamberpartnership.org](mailto:info@chamberpartnership.org). Application deadline is January 29, 2021. No phone calls please.