



Director of Membership & Business Success Full Description (5.17.24)

Send your resume to careers@carolinachamber.org to apply!

Summary:

The Chamber for a Greater Chapel Hill-Carrboro is seeking an experienced and dedicated professional to play an essential role in growing The Chamber's member network and improving local business retention and success by recruiting new members, earning member renewal, and connecting local enterprises to the people, information, and resources they need to succeed. The Chamber is a 501c6 non-profit corporation and 2024 operations include 650 customer accounts, a staff of 8, and a budget of ~\$1.4 million.

Classification:

Full-time, exempt, at-will employee reporting to and serving at the discretion of the President and CEO.

Salary & Benefits:

Compensation is an annual salary ranging from \$52,000-\$65,000 with additional generous, sales-related bonus and commission opportunities (total compensation and benefits valued between \$76,000-\$99,000). Benefits include flexible work hours, fabulous co-workers, fun office environment (with hybrid work opportunities), generous paid vacation, ample personal leave and sick time, paid parental leave, paid holidays, health/dental/life/vision insurance, retirement plan, potential first-time home buyer downpayment assistance, free parking, regular high-fives, and unlimited coffee, soda, and string cheese.

Work Week:

37.5+ hour workweek, Monday through Friday, with most state and federal holidays observed.

Job Duties and Responsibilities:

Grow and Strengthen the Chamber Network

- Engage with Existing Businesses:** Act as The Chamber's primary point of contact for existing businesses in the greater Chapel Hill-Carrboro region. Proactively reach out to local businesses to build durable relationships and identify business needs, challenges, and opportunities for growth.
- Invite Enterprises to Join the Chamber:** Successfully lead staff and volunteer efforts to invite local enterprises into Chamber membership to grow and strengthen the Chamber network.
- Earn Member Reinvestment and Renewal:** Successfully lead The Chamber's membership renewal and retention efforts earning strong member reinvestment and helping ensure the Chamber delivers value for their investment.
- Manage the Membership:** Serve as the principal manager of the Chamber's 600+ member enterprises, leading staff and volunteer efforts to deliver value by engaging, serving, supporting, and advocating for them.
- Fund the Mission:** Seek and secure Chamber program/event sponsorship, underwriting, and advertising by setting clear goals, making timely asks, and delivering excellent value and bragworthy customer service.
- Connect Enterprises to Support Services:** Connect employers to Chamber resources, information, local business-support organizations, marketing and communication resources, and networks to support their local needs to help business leaders navigate regulatory processes, find and keep workers, and address operational challenges.

Programs and Committee Leadership

7. **The Program of Work:** Help ensure Chamber programming is aligned with member needs and organizational growth and business retention goals. Willingly accept opportunities to support and/or lead the planning and execution of specific, member-supporting, and/or community engagement programs and events.
8. **Committee Leadership:** Staff and support The Chamber's Membership Committee, Retail Roundtable, and other volunteer committees if asked.
9. **Represent The Chamber:** Serve as a representative of The Chamber for a Greater Chapel Hill-Carrboro to local business leaders and at meetings, events, and conferences related to business success, support, and retention.
10. **Other Duties and Responsibilities:** The Chamber is a dynamic nonprofit organization comprised of 8 dedicated full-time staff members. As is common in small business environments, additional responsibilities may arise.

Measures of Success

1. Chamber membership is recognized as a good investment and the membership grows year over year.
2. The Chamber annually earns greater than 90% membership dues renewal.
3. Annual sponsorship and underwriting exceed \$125,000 and new membership exceeds \$90,000 in revenue.
4. Members enjoy their membership, find great value and benefits from membership, and refer peers to join.
5. Members are successfully connected to the people, information, and resources they need to be successful.
6. Strong relationships with local business-support partners and successful strategies that connect members with resources.
7. The Chamber is, and is known to be, the most effective advocate for local employers and critical to helping make Greater Chapel Hill-Carrboro one of the greatest places to grow or start a business.

Qualifications:

- 3-5 years of experience in business retention, business-to-business sales, business engagement, membership sales, membership services and retention, business consulting, or related fields.
- Goal oriented with strong drive to make connections, set meetings, and engage customers.
- Capacity to identify and address client needs and connect them to resources.
- Ability to meet competing deadlines/priorities and creatively overcome obstacles.
- Knowledge of the local business community and economic development landscape.
- Prior experience working with chambers of commerce or similar organizations.
- Understanding of small business best practices, community engagement tactics, and market conditions.
- Strong interpersonal skills and ability to build relationships with diverse stakeholders.
- Excellent verbal and written communication skills.
- Analytical mindset to interpret and utilize data for decision-making.
- Proficiency in Microsoft Office Suite and CRM software, with knowledge of Growthzone a big plus.
- Ability to work independently and collaboratively in a fast-paced environment.
- Detail-oriented, organized, and able to manage multiple competing priorities effectively.
- Excellent problem-solving and strategic thinking abilities.
- Commitment to maintaining high standards of professional ethics and confidentiality.
- Commitment to the mission and values of The Chamber for a Greater Chapel Hill-Carrboro.

The Chamber for a Greater Chapel Hill-Carrboro is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive and welcoming work environment where all employees feel like they belong.

[CLICK HERE TO APPLY](#)