

Director of Member Engagement

The Apache Junction Area Chamber of Commerce is a business-driven organization that serves the area by striving to maintain excellence in business and the community. The mission of the Chamber is to promote, develop and unite the business community in and around Apache Junction, Gold Canyon, and East Mesa to accomplish economic growth.

The Apache Junction Area Chamber is seeking an experienced, highly motivated, self-driven individual to serve as the Director of Member Engagement. Under the direction of the President/CEO, this individual will assume a frontline position at the Chamber and will oversee the management and fulfillment of annual new member recruitment, as well as engagement and retention of current members, and overall membership experience.

Principle responsibilities include, but are not limited to:

- Work with the President/CEO to build a new, scalable member-engagement model that will drive significant growth, promote deeper membership engagement, and boost member retention.
- Proactively seek new business and consistently achieve retention objectives by cultivating and maintaining member relationships.
- Achieve budgeted revenue goals, compile results that will be reported to the Board of Directors.
- Encourage member participation in Chamber programs, events, and committees.
- Cultivate and maintain an extensive knowledge of all Chamber programs, services, initiatives, and activities.
- Administer Chamber benefit programs. Promote and track member participation in programs and events.
- Create content and distribute membership marketing materials, including welcome and renewal letters, newsletters, fact sheets, directories, brochures, social media, and Chamber website.
- Lead and grow corporate sponsorship program to support the programming of the Chamber, including creating packages and proposals that provide mutually beneficial partnerships.
- Maintain database integrity and accuracy and develop a quality prospective member list.
- Closely monitor industry trends and local issues impacting the Chamber's membership.
- Manage accounts receivable 30, 60, 90 days.
- Manage and coordinate Lead Referral Groups, Ambassadors, and ribbon cuttings.
- Implement and manage annual Shop Local Program.
- Oversee online and printed membership directory and annual Discover magazine publication.
- Maintain Constant Contact database, assist with website maintenance, and social media.
- Grow volunteer support for organizational programming and initiatives, and inspire and guide volunteer leaders, including committee chairs and Ambassadors.
- Assist with management and coordination of Chamber programs and events, including nights and weekends as necessary.
- Report weekly to President/CEO on sales calls, leads, retention, and status of projects.
- Perform other duties as assigned.

Knowledge and skills:

- Excel at building and cultivating relationships.
- Must be driven by performance-based goals, have a strong track record in sales, and in building and executing creative strategies and programs that drive business results.
- Excellent verbal, written, organizational and presentation skills.
- Exceptional leadership, teamwork, attention to detail, flexibility, and time management skills.
- Consistently demonstrate a professional demeanor, remain calm under pressure.
- Strong interpersonal skills, ability to develop and maintain professional relationships with staff, volunteers, volunteer committees, members, local officials, etc.

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- Ability to achieve objectives and goals with minimal supervision.
- Proven history of sales and retention processes.
- Capable of maintaining sensitive and/or confidential information.
- Ability to multi-task, handle stress, multiple projects, and maintain a positive motivated attitude.
- Ability to work under pressure to meet deadlines.
- Be creative and resourceful.
- Maintain a professional appearance.
- Must possess initiative, ability to anticipate and look for ways to assist and move the agenda forward.
- Passion for member relations and out-of-the-box thinking.

Qualifications:

- Bachelor's degree and/or a minimum of 5 years demonstrated experience in business development, retention, sales, or fundraising.
- Advanced computer skills including proficiency in CRM systems, Microsoft Office Suite, and Outlook.
- Exceptional negotiation skills and proven record of increasing revenue through the generation of new sales leads.
- Strategy and business plan experience, including the ability to manage detail-oriented programs and projects.
- Ability to work a flexible schedule as needed.
- Dedicated to achieving excellent results while maintaining a team attitude in an evolving, fun, and energetic workplace.
- Must have transportation, position requires frequent travel throughout the Apache Junction area and East Valley.
- Bondable for notary services.
- Prior Chamber experience is beneficial but not required.

How to Apply:

Qualified candidates will be considered immediately. Only those applicants with appropriate experience will be contacted. Please submit a cover letter and resume by email to Mary Ann Przybylski (maryannp@ajchamber.com), or by regular mail to Apache Junction Area Chamber of Commerce, PO Box 1747, Apache Junction, AZ 85117. No phone calls please.