

## UNION COUNTY CHAMBER OF COMMERCE & VISITOR INFORMATION CENTER

Position:	Membership Coordinator
FLSA Status:	Non-exempt
Reports to:	Executive Director
Status:	Non-supervisory
Annual Salary Range:	\$15-22 / Hour, plus Incentive Program Payouts
Adopted:	

**Chamber Mission Statement:** To promote and support the business environment through membership participation and leadership that fosters economic growth and community involvement.

**Job Summary:** The Membership Coordinator is a dynamic, energetic, and charismatic individual who will enhance and grow the Union County Chamber's member-based organization and visitors center, in support of the organization's mission. The Chamber is an active and highly respected county-wide organization with approximately 250 members in a community of approximately 25,000 residents. The ideal individual is highly motivated, personable, and articulate with excellent communication – including computer and writing skills. Members are the lifeblood of the organization, which requires an individual who can relate to members and businesses of all sizes. This person is comfortable in large and small group settings while effective on a one-on-one basis. Especially important is the ability to relate to and understand the needs of the members, prospective members, and the community as a whole. This position is also responsible for providing office coverage and general administrative support to the Executive Director and organization. This position will require a minimum of 30-35 hours per week depending on workload, events, and Director scheduling. Wages are determined by the applicant's experience and qualifications.

*To perform this role successfully, an individual must be able to perform each essential job duty satisfactorily. The qualifications, critical physical demands, and working conditions listed below are basic requirements, possibly allowing for reasonable accommodations to enable individuals with disabilities to perform the essential functions.*

### QUALIFICATIONS:

#### Education & Experience

- The Member Coordinator will have a high school diploma or equivalent. Some higher education in a professional discipline or related field is preferred.
- The Member Coordinator will have three to five years of experience in a business-related field or other similar sales position. Additionally, three to five years of experience in event planning is preferred.
- Experience operating or working for a small nonprofit (revenues not exceeding \$250,000 annually) is a plus.
- May substitute relevant education or experience to satisfy the above requirements.

#### Mandatory Skill Requirements:

- The Membership Coordinator will have excellent professional communication skills, including written and oral English communication skills free from spelling, punctuation, and grammatic errors, strong listening skills and the ability to make clear, impactful presentations to small and large groups. The individual must work well with others from diverse backgrounds and work effectively as a team member. Focus on listening to others without interrupting, remaining open to others' ideas, and contribute to building a positive team spirit. Must be able to multitask efficiently and effectively.
- The individual will have strong organizational skills, including the ability to plan, organize, set and accomplish goals.
- The Membership Coordinator must be able to work independently with little to no supervision on a daily basis.
- Must be technologically literate, including computers and other typical office equipment and devices and use software such as email, word processing and spreadsheets, databases, and willing to learn more to complete necessary position duties.

#### Other Requirements:

- Hold a valid driver's license and have a personal car available for business use. The car must be insured, and proof of insurance provided annually. The individual must be physically capable of operating vehicles safely and have an acceptable driving record. Use of a personal vehicle for Chamber business will be prohibited if the employee does not have personal insurance coverage.
- Available to work a flexible schedule, including early mornings, evenings, nights, weekends, and extended hours, as necessary.
- Maintain a high degree of confidentiality, as this position has access to confidential information on a regular basis.
- The position will require the performance of other essential and marginal functions.

## **SUPERVISORY RESPONSIBILITIES**

This position will not have supervisory responsibilities.

## **SUPERVISION REQUIRED**

This position works under the direct supervision of the Executive Director.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those which must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to regularly talk and hear. The employee is frequently required to walk, sit, use hands for fine manipulation, handle or feel and reach with hands and arms using a keyboard and video display terminal. The employee is occasionally required to stand and stoop, kneel, crouch, and crawl. The employee must regularly lift and/or move up to 25 pounds and occasionally lift up to 50 pounds, depending on the requirements of event setup and tear-down. The employee may occasionally climb stairs or ladders. Specific vision abilities required of this job include close, distance, and peripheral vision, depth perception, and ability to adjust focus.

The Membership Coordinator must be able to spend the majority of the working day walking, sitting, standing, or driving. This position may be regularly required to travel to offsite locations which may or may not be barrier-free. Must be able to operate standard office equipment and effectively communicate verbally and in writing. The ability to see, hear, and speak (in English) is required for these processes. Must be able to work well under stress, as there are periods of high stress related to the responsibilities associated with this position and manage and meeting competing deadlines.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment is located at the Union County Chamber of Commerce office in Downtown La Grande, Oregon, and the office equipment includes, but is not limited to computer, scanner, copier, phone, etc. The noise level in the work area is typical of most office environments with telephones, interruptions, and background noises. The work may require travel between the office, other agencies, local businesses, and other worksites. The individual must be capable of traveling to multiple offsite worksites and may encounter dust, varied/extreme temperatures, and intense/loud background noise on occasion. The position also requires some travel to trainings and conferences as well as tradeshow and events.

**NOTE:** This is not necessarily an exhaustive or all-inclusive list of responsibilities, skills, duties, requirements, efforts, functions or working conditions associated with this position. This job description is not a contract of employment or a promise or guarantee of any specific terms or conditions of employment. The Chamber may add to, modify, or delete any aspect of this job (or the position itself) at any time as it deems advisable.

### **Essential Duties & Responsibilities:**

The Membership Coordinator will aid the Executive Director in meeting the needs of the Chamber. The Membership Coordinator will aid in event goals and membership targets and communications and advertising/promotions of the Chamber's services to the community.

- Contributes to all Chamber activities, plans, and programs in accordance with the policies and regulations adopted by the Board of Directors, as directed by the Executive Director.

### **Membership Relations:**

The Member Coordinator's focus is on membership recruitment and retention throughout a variety of means of outreach including, but not limited to personal outreach, calls, e-newsletters, cards, and other forms of engagement. The individual will keep consistent, strong lines of communication open between all parties, with a special emphasis on member input and feedback. Under the direction of the Executive Director, the Member Coordinator will implement annual membership campaigns, and member visits and new member welcomes. Work diligently to anticipate and resolve legitimate member problems or issues. Regularly arranges training and networking opportunities for member businesses, as appropriate. Work diligently to retain members and to grow the membership base.

- Review existing member services and evaluate potential new ways to best serve the Chamber's Membership as well as ensure communication of benefits, programs, events, and activities to the membership.

- Responsible for period database scrubbing to ensure all records contain the most accurate, up-to-date member contact and billing information.
- Responsible for the renewal process, including generating renewal notices and follow-up for renewals.
- Prepare reports for the Executive Director on the accounts receivable and invoicing processes.
- Aid in organizing annual promotional campaigns for member businesses.
- Implement and oversee membership and volunteer outreach programs in coordination with the Executive Director and Ambassadors.
- Facilitate annual membership drives.
- Continually seek new members while maintaining positive relationships and consistent contact with current members.
- Develops and distributes membership packets and marketing materials.

#### Office Operations:

The Membership Coordinator will provide backup support for all facets of office reception responsibilities, under the direction of the Executive Director.

- Perform reception duties in an efficient, professional, courteous manner.
- Answer visitor and member questions in a positive, welcoming manner.
- Answer all emails in a prompt, professional manner, free of any grammar or spelling errors.
- Create and distribute various publications.
- Provide backup for bookkeeping responsibilities, including preparing daily deposits and reconciliations of petty cash.

#### Community Liaison & External Relationships:

Communicate the value and service of the Chamber to the community through membership and visitor contact via in-person, phone, email, or other methods.

- Marketing the Chamber through sales and retention of members.
- Maintain positive relationships with various community organizations and the business community.
- Schedules and/or attends meetings of various groups, agencies, and entities when such meetings may involve or affect the Chamber's purpose, function, projects, and reports involvement/development to the Board of Directors.
- Seek out opportunities to promote the Chamber, including its members, projects, services, and mission, including collaborations, alliance, and other innovative approaches.
- When requested, produce all official correspondence of the Chamber including, but not limited to, social media campaigns, community calendar management, e-newsletters and physical/hardcopy newsletters, press releases, radio advertisements, visitor guide coordination and publication, print materials, etc.

#### Support to the Executive Director and Board of Directors:

The Membership Coordinator will assist the Executive Director in providing Board support, as requested, including but not limited to planning and organizing committee and board meetings, and coordinating plans and agendas for these meetings. Provides support to the Board of Directors and any committees appointed by the Board.

- Assembles information, data, and special reports as requested by the Executive Director.
- Attends and provides staff support to Chamber Board and Committee meetings including taking and providing minutes, which are professional and free of spelling/grammatic errors, within one business day following meetings.
- Ensures Chamber committees have appropriate meeting/event materials in advance of each meeting.

#### Events & Fundraising:

The Membership Coordinator will assist the Executive Director on all facets of minor and major event planning and execution.

- Serve as the primary coordinator for minor events including, but not limited to, Business After Hours, ribbon cuttings and open houses, quarterly shop hops, business training, etc.
- Serve as staff support on all facets of major event planning, organizing, and executing for major events including but not limited to banquets, major fundraisers, etc.

#### Other Duties:

The Membership Coordinator is also responsible for a broad range of other duties, not fitting into a specific job-related function. These include but are not limited to the following.

- Provides excellent interpersonal service to members, visitors, Chamber Board and Committee members, and all others who come into contact with the Chamber in all ways including walk-ins, events, phone calls, texts, emails, tradeshows, and throughout any visibility throughout the community.
- Undertakes special projects and research as directed by the Executive Director.
- Maintains proficiency by attending training and meetings, reading materials, and networking with others in similar positions throughout the region.
- Maintain work areas in a clean, orderly manner.
- Assists in grant program administration, including publicizing, promotion, answering questions, providing an initial review of applications to ensure all documents are included, follow-up, and other administrative duties as assigned by the Executive Director.
- Assists in the organization of travel operator visits to Union County, including familiarization tours, travel writer experiences, at the direction and oversight of the Executive Director.

Personal Characteristics and Experience – Ideally, the Member Coordinator will have a unique combination of personal and professional qualifications. This includes, but not limited to:

- Familiarity with the unique challenges of running a nonprofit; someone who understands the dynamics of a chamber of commerce or similar membership organization and who is genuinely interested in working effectively within that realm.
- Passion for the Union County
- A great listener who can articulate the Chamber mission and vision to retain and attract members.
- Excellent communication skills and presentation ability; comfortable with new and traditional media.
- Time management skills with a proven ability to prioritize responsibilities.
- Demonstrated interest in the community and businesses of Union County and surrounding areas.
- Reliable, self-motivated, outgoing, and able to motivate others. Excellent verbal and written communication skills. Strong networking and leadership skills. Even temperament, even when under stress. Ability to function well as part of a multi-functional team. Presents a professional image whenever representing the Chamber.