



Greater Lafayette Commerce
Job Title: Member Services Consultant
Department: Membership Services
Reports to: President and CEO
FLSA Status: Exempt
Job Type: Full-time, Salary plus commission

Organization Background

A nonprofit economic development and chamber of commerce organization serving Tippecanoe County, Indiana, Greater Lafayette Commerce is membership-based and supported by local industries, businesses, governments, and individuals. Its mission, carried out by various councils, is to advance economic and community prosperity and a superior quality of life.

Work Culture

As the leading local organization for community initiatives, growth, and economic development, Greater Lafayette Commerce is a hub of high-profile activities in multiple areas. The staff works under the direction of the president and chief executive officer and with numerous community volunteers. Team members work collaboratively for the good of all, often assisting in areas beyond traditional job responsibilities, with many opportunities for personal and professional growth. The work environment is dynamic, forward-thinking, fast-paced and goal oriented.

Position Summary

We are seeking an ambitious, results driven sales professional to promote the positive aspects of Greater Lafayette Commerce membership and secure membership, sponsorship, and supplementary resources/services investments. The successful candidate must be a willing and highly motivated prospector that possess excellent sales and communication skills. Key factors for success in this high-visibility role include competitive spirit, coachability, capacity to build relationships, and the self-motivation and drive to manage time effectively and achieve established goals.

Principal Accountabilities:

- Utilize Greater Lafayette Commerce's standardized sales process and techniques to prospect, follow-up, sell memberships and sponsorships to achieve sales quota.
- Research and engage prospective member businesses via initial telephone contact and follow-up.
- Assess prospective member needs and motivations to make appropriate connections to Greater Lafayette Commerce programs and resources that correlate to their business objectives.
- Consistently achieve all monthly sales activity and production minimums.
- Reliably carry-out all four components of the member services consultant personal performance management system.
- Actively leverage upselling of membership and sponsorships to drive new revenue and deeper member engagement.
- Develop and maintain a quality prospective member list in the Greater Lafayette Commerce's CRM database.

Knowledge, Skills & Abilities:

- Bachelor's degree and 3+ years' experience in a business development, sales, fundraising or industry environment are preferred.
- Existing connections to the regional business community is a plus.
- Self-starter with demonstrated skills in taking initiative, problem-solving, negotiating and driving results.
- Aptitude for working with volunteers and building relationships at all levels of an organization.
- Effective communication skills and the ability to develop and sustain business relationships.
- Excellent writing skills with an extensive knowledge of grammar.
- Working knowledge of MS Word, MS Excel, MS Outlook, MS PowerPoint, CRM databases and software.
- Highly detail oriented with superior organizational skills.
- Ability to work a flexible schedule as needed.
- Valid driver's license and reliable personal transportation to attend off-site meetings and events.

Compensation and Benefits

- Compensation plan is competitive with the local market and the applicant's experience.
- This is a full-time (40 hours per week) exempt level position.
- Benefits include: Medical insurance, paid vacation, holidays, and sick leave.

Working Conditions/Physical Demands:

The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. Greater Lafayette Commerce provides reasonable accommodation to enable individuals with disabilities to perform the essential functions. This position requires:

- Work that may be performed in an intense, fast-paced office environment, depending upon assignment.
- Requires ability to understand verbal communication and to respond effectively.
- Positions in this class typically require reaching, typing, grasping, feeling, talking, hearing, seeing, standing for long periods of time, and repetitive motions in computer use.
- Requires learning and adapting new software.

Greater Lafayette Commerce is an equal opportunity employer, dedicated to promoting a culturally diverse workforce. All Qualified applicants will receive consideration for employment without regards to race, color, religion, gender, national origin, disability or any other basis of discrimination prohibited by applicable local, state or federal law.

How to Apply

Candidates must submit a cover letter, resume and references, combined into one PDF document, no later than February 1 to info@greaterlafayettecommerce.com. Please include "Member Services Consultant" in the subject line of the email.