



Greater Lafayette Commerce
Job Title: Engagement Coordinator, Member Services
Department: Membership Services
Reports to: Vice President of Chamber Operations
FLSA Status: Exempt
Job Type: Full-time

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, enthusiastic, people-oriented professional to serve as the first point of contact for those visiting & calling Greater Lafayette Commerce. The primary function of the Engagement Coordinator is to assist in recruiting, engaging, and retaining members; and insure the successful day-to-day operations of the Greater Lafayette Commerce office. Key factors for success in this high-visibility role include coachability, strong organizational skills, effective written & verbal communication, capacity to build relationships, and a passion for the Greater Lafayette Community.

Personal Attributes

To appropriately meet the needs of the position, the Engagement Coordinator, Member Services is expected to:

- Enjoy a diverse workday.
- Present a friendly, welcoming attitude in interactions with members, co-workers, and visitors.
- Handle a myriad of details and follow-up items.
- Communicate clearly and effectively.
- Possess outstanding organizational and interpersonal skills.
- Be comfortable meeting new people and socially approachable.
- Handle interruptions and changing situations.
- Work harmoniously, enthusiastically, and cooperatively.
- Accomplish tasks both independently and with direction.
- Genuine interest in community development & the mission of Greater Lafayette Commerce.
- Interest and ability to participate and grow the Greater Lafayette Young Professional's Network.

Position Requirements

- Bachelor's degree required.
- Effective communication skills and the ability to develop and maintain relationships.
- Valid driver's license and reliable personal transportation to attend off-site meetings and events.
- Excellent writing skills with an extensive knowledge of grammar.
- Working knowledge of MS Word, MS Excel, MS Outlook, MS PowerPoint, CRM databases and software.
- Ability to manage multiple projects at the same time
- Present a professional appearance, demeanor, and attitude.
- Committed to maintaining the highest sensitivity to professional ethics and cultural diversities, treating all people equally and respectfully.
- Adept at technology, software, social media tools and embrace new technologies as made available.
- Commitment to the Greater Lafayette Community and mission of Greater Lafayette Commerce.
- Comfortable using personal cellphone to communicate with team & members.
- Attend occasional events outside the traditional 8 am to 5 pm work schedule.

Essential Duties and Responsibilities

- Welcome guests, members, and the public.
- Answer, screen, and forward incoming calls.
- Establish & maintain relationships with members, engaging them in Greater Lafayette Commerce activities and events.
- Connect & engage members through coordination of monthly “You’ve Been Noted” Luncheons.
- Assist in coordinating meetings & events with elected officials, board members, and community leaders.
- Provide support to Member Services Team.
- Schedule and execute milestone events including grand openings, anniversaries, and ribbon cuttings.
- Schedule and execute Small Business of the Month/Year celebrations.
- Participate in Greater Lafayette Young Professional’s Committee Meetings, attend events, and assist in steering the group to have a positive impact on its members & the community
- Possess a high-level understanding of the role that Greater Lafayette Commerce plays in overall business & community success, and promote these aspects as needed.
- Maintain membership accounts and assist in keeping balances current.
- Update and maintain member information in ChamberMaster (internal CRM software).
- Register members for events and encourage them to attend
- Manage membership renewals
- Establish rapport and maintain communication throughout the life cycle of membership.
- Attend Greater Lafayette Commerce events & engage with members in a positive manner.
- Assist with Member on-boarding and managing the member campaigns.
- Daily handle mail and deliveries, incoming and outgoing.
- Order supplies and keep an inventory of stock.
- Schedule meetings for Member Services sales team.
- Pro-actively identify opportunities to improve office operations.
- Requires Learning and Adapting to new Software.
- Other duties may be assigned.

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, Dental, Vision, 401k, cell phone stipend, 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.
- Able to carry up to 20 lbs, occasionally.

How to Apply

Candidates must submit a cover letter, resume and references, combined into one PDF document, no later than September 1st to mkyger@greaterlafayettecommerce.com. Please include “Engagement Coordinator” in the subject line of the email.

Greater Lafayette Commerce is an equal opportunity employer.