

POSITION: Membership Coordinator

REPORTS TO: CEO/President

CLASSIFICATION: Non-exempt

PURPOSE: Effectively manage and promote Chamber programs.

OBJECTIVE: The South County Chambers is a regional organization representing businesses in South San Luis Obispo County. The goal of the Chamber is to create a positive business environment that is necessary for the prosperity of our community. The Chamber gets involved in a wide variety of issues, including City/County concerns, housing, jobs, education, development, revitalization projects, state, and federal legislation.

This is an always changing, exciting place to work. South County Chamber is committed to serving the communities in which we live. Our values lie in the south county being a great play to live, work, and play. If you are community oriented, take pride in helping others be successful, see yourself as someone that likes a collaborative team that supports one another, then we would love to hear from you.

The following is a list of major duties and responsibilities for this position along with certain supportive duties. It is not all-inclusive. Other duties and responsibilities as needed and in addition, management, as appropriate, may modify this job description.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The core tasks for this position are communication and organization. Duties include but are not be limited to:

- Work with the CEO to assist in the day-to-day operations of the Chamber.
- Prepare and send out all monthly New Member, Renewing Member, and Inactive Member correspondence.
- Maintain ChamberMaster database including updates, adding new members and reactivations, ensuring information is accurate.
- Provide backup phone coverage.
- Become familiar with materials and resources in the Welcome Center and at the Launchpad to assist visitors.
- Attend Chamber functions including luncheons, daytime and evening networking events, banquets, and festivals.
- Provide backup for taking photos, operating video, sound and presentation equipment and programs, documenting events, etc.
- Meet with new, potential and existing members to assess how to best meet their needs.
- Check website and social media for content and provide necessary recommended changes as needed.
- Understand full benefits and services the chamber provides to its membership.
- Know who our members are and become familiar with our board of directors, committee members, and the membership in general.

- Work with the membership answering questions, taking care of referrals, etc.
- Work on special projects as assigned, keeping accurate documentation of progress, and completing by deadline.
- Assist the COO with communications between the Chamber and our membership including and not limited to: Setting up mechanisms to obtain data regarding membership, membership retention, event strategies, benefits, and more. Analyzing this data and giving a report on what we as a chamber can improve, change, etc. Be consistent with mechanism and maintain it.
- Work with the rest of the team in the creative process to build new programming and add value to existing programs by introducing new assets.
- Provide content for event web pages that are informative and promote event attendance.
- Attend Ambassador Meetings
- Coordinate and attend Ribbon Cuttings
- Assign duties and supervise assignments given to other team members that play supportive roles in the events.

SUPPORTIVE DUTIES:

Provide support to other staff who have projects that require assistance and may be a priority at a given point in time.

KEY PRINCIPLES

- Demonstrate a high level of customer service when collaborating with volunteers and meeting/responding to members.
- Always demonstrate professionalism when representing the organization- dress, behave and work professionally.
- Demonstrate that you are a team member; understand the priorities of the organization, recognize when others need help, and volunteer assistance.
- Treat others with respect.
- Demonstrate a commitment to Chamber's goals and program of work.
- Demonstrate honesty, openness, and trustworthiness.
- Act with integrity: do what you commit to do.
- Keep confidential information confidential.
- Always promote and talk about our organization in a positive manner.
- Demonstrate reliability by coming to work on time on a consistent basis and completing work on time.
- Self-starter with excellent communication skills, both written and verbal.
- Ability to interact with clients in person, over the phone and via electronic communication in a professional manner.
- Be organized, maintain job specific records, and finish a number of tasks on a daily basis.
- Good computer skills.

COMPETENCIES:

- Communication skills: Clearly present information verbally and in writing; listen well.
- Able to present one on one and in group settings.
- Interaction: communicate with others in a warm and helpful manner while building credibility and rapport.
- Policy and procedures: operate in a manner consistent with existing policies and procedures.
- Creativity: develop unique solutions to problems; use intuition and a new way of thinking to generate new ideas; present information in an attention-getting and interesting manner.
- Decision making/problem solving: Be creative and respectful in problem solving while exhibiting judgment and a realistic understanding of issues; use reason even when dealing with emotional topics.
- Assertiveness: respectfully express opinions and accurately communicate with others regardless of their status or position.
- Initiative: anticipate and look for ways to be helpful and to move the agenda forward.

EDUCATION and/or EXPERIENCE:

Education in membership sales or sales of services. Prefer experience in sales for a non-profit organization. Experience in preparing service assessments and scheduling. Strong organizational skills. Competent computer skills with MS Office, Excel, Power Point and Outlook. Experience in CRM's or similar software.

PHYSICAL REQUIREMENTS:

This position requires the incumbent to be able to communicate effectively with volunteers, members, suppliers, media, and others to promote events. Must be able to present information in one-on-one settings and in front of groups. Must be able to use the telephone to communicate as well as use the computer to research and create materials. Position requires ability to hear, speak and see; must be able to listen to others as well as observe body language. Incumbent must be mobile, able to attend meetings, events at different locations. Must be able to stand for long periods of time and lift 25lbs.

COMPENSATION:

\$18 - \$22 per hour

HOURS:

20 – 30 per week. Must be flexible. Early mornings, evenings and occasional weekends may be required.

