



## Member Engagement Manager

### Company Description:

The Mission of the Rochester Regional Chamber of Commerce is to provide leadership and resources in order to advance business development in partnership with civic, cultural, and educational interests for the benefits of its members and the community.

### *Purpose:*

The Member Engagement Manager is responsible for all areas relating to Chamber Membership and Retention. This position will be responsible for overseeing the engagement of new Chamber members and engaging with renewing Chamber members

### *Responsibilities & Duties:*

- This position is 35 hours a week unless discussed with the President.
- Attend weekly Staff meetings and weekly check-ins with the President
- Reports directly to the President
- Develop and implement strategies designed to meet membership growth, and retention goals
- Complete the following daily office responsibilities:
  - Answering phone calls
  - Filling member requests
  - Checking in on current and prospective members
  - Deliver Ribbon Cutting Invitations to members
  - Deliver welcome folders to new members that are located in Rochester & Rochester Hills area
  - Go out and do “Member” check ins during the course of the week
- On board new members through Chamber Master
- Learn Chamber Master so to be able to pull weekly, monthly new member and retention reports, have some knowledge on how to use the Microsoft Suites
- Assist with the coordination of the ribbon cutting ceremonies for new businesses
- Ensure services are provided to members to meet their needs
- Direct and implement the delivery of Chamber sponsored programs. Facilitate Member Orientation 101 and retention programs

- Invite and Greet members at all Chamber events make sure that they are paired with an ambassador at all events
- Identify and develop programs to attract and retain members
- Inform President of any problems within two (2) business days so appropriate action may be taken
- Manage the following Chamber program: Preferred Client Networking Groups (PCN)
  - Manage information on website for above program
  - Schedule and attend PCN Chair meetings twice a year
  - Attending each PCN group meeting at least twice a year
  - Making sure that all PCN groups have all the information that is needed to successfully run meetings
- Assist in the success of any Chamber or Foundation Events
- Build relations with key contacts by attending events and working with the President
- Collaborates with the other managers to support overall department goals and objectives
- Assist in development and implementation of new procedures and features to enhance the workflow of the department
- Support President with special projects and workflow process improvements
- Attend signature events
- Professional development is encouraged and expected
- Must occasionally lift and move up to 25 pounds. While performing the duties of the job, you may be required to stand, walk, and sit for extended lengths of time. Must be able to drive and travel to Chamber events
- Assist with weekly housekeeping chores as assigned on shared calendar
- Work hours are 9am-4pm Monday-Friday with flexibility for afterhours events
- Time off needs to be approved by the President with a minimum 2-week advance notice unless it relates to a medical emergency. Vacations should not be scheduled the week of signature events
- Paid holidays
  1. New Years Day
  2. Memorial Day
  3. 4<sup>th</sup> of July
  4. Labor Day
  5. Thanksgiving
  6. Christmas
- Office is closed during Christmas & New Years, but the staff is compensated
- Scale of salary is dependent on skill set
- All interactions with the public and or members are to be of the highest quality of friendliness and exhibit the standard of ethics that we require here at the Chamber