

TITLE: Director of Membership Services

REPORTS TO: Chairman and Board

DIRECT REPORTS: Membership Services Committee Chairperson (or as may be determined)

CLASSIFICATION: Exempt

JOB LOCATION: Chamber office (main): 135 S. Jefferson, 75060

JOB OBJECTIVE: The Director of Membership Services is responsible for promoting the Irving Hispanic Chamber of Commerce, cultivating and obtaining all new members via memberships/investments, increasing sales revenue on a regular basis, and maintaining an ethical and professional relationship with members, prospects, and internal contacts.

KNOWLEDGE/SKILLS: Database management and computer skills including Word, Excel and Outlook; strong attention to detail, follow through, organization skills, and communication skills, including writing business correspondence, presentation, and public speaking. Interpersonal skills, including tact and professionalism in dealing with staff and the public, are critical. Basic mathematical computation skills to calculate commissions, and membership dues. Ability to work independently with minimal supervision in a fast paced environment. Ability to read and comprehend correspondence, public policy issues, marketing collateral, and other documents. Ideal candidate will have at least 2-3 years sales experience; a Bachelor's degree is preferred.

DUTIES AND RESPONSIBILITIES OF THE JOB:

The Director of Membership Services is responsible for, but not limited to, the following:

Responsible for booking a minimum of \$2,000 (\$24,000 per year annualized) in new member revenue per month via new memberships and renewals as well as breakfast event sponsors.

Research prospects for new memberships through initial telephone and personal contact to inquire about their specific needs.

Attend Chamber and other community events to network and obtain leads, including ribbon cuttings for new members.

Respond to telephone inquiries regarding the Chamber and membership, and refers calls appropriately, if needed.

Follow up on prospective member leads from colleagues and the business community.

Draft correspondence; prepare and send out Chamber information to potential members.

Communicate with Director of Office Operation regarding new member information.

Be available (either via email, phone, or at the office) for communications with the Manager of Member Relations, help establish processes for the team to both obtain and retain members, communicate any contact changes or updates you become aware of when pursuing prospective members.

Attend weekly planning meetings as well as monthly all-staff meeting to report progress on goals.

Ability to perform independently and carry out tasks without direct supervision. Exercise discretion and judgment in carrying out task. Represent the Chamber in all sales activities professionally and ethically.

Other duties and responsibilities as assigned.