



JOB DESCRIPTION
SHAWNEE CHAMBER OF COMMERCE
For the position of
Director of Investor Services

EMPHASIS OF POSITION:

- Primary responsibility is to actively recruit new business members.
- Develop and maintain excellent relations with new and existing members resulting in increased levels of member retention.
- Financial responsibility to generate budgeted revenues through membership development, retention, and sponsorship sales.
- Provide member support including business openings and marketing opportunities.
- Manages monthly membership events and experiences including Monthly Membership Meeting, a.m. Connect, Business After Hours and ribbon cuttings.
- The position includes responsibility for and preferred expertise in membership functions of the ChamberMaster database program.

KNOWLEDGE, SKILLS, ABILITIES & EDUCATION:

- Bachelor's degree in business, communications, marketing, or related field is required.
- At least five years' experience in business and/or nonprofit organizational coordinator and/or manager level.
- Strong oral and written communication, time management and outstanding organizational skills are necessary.
- Ability to manage and coordinate through skills in multi-tasking on various projects and committees at the same time.
- Experience in fundraising, relationship building and business development.
- Computer proficiency in Microsoft Office programs, database, and accounting programs very helpful and limited social media knowledge a plus.

OPERATIONS DUTIES WILL INCLUDE BUT NOT BE LIMITED TO:

1. Membership recruitment

- Contact, acquire and develop new Chamber and Economic Development memberships.
- Close sales during on-site visits or through follow-up phone calls/visits and written correspondence.
- Achieve budgeted revenue goals.
- Remains informed of member benefits, events, and programs.
- Establishes annual sponsorship opportunities and sells event sponsorships along with electronic/direct marketing opportunities.
- Responsible for prospect entry in ChamberMaster including any required maintenance. Maintain accurate and timely membership records in ChamberMaster.
- Responsible for approving online applications and coordination with Operations Manager.
- Keep accurate records on prospects and keep other staff informed of progress.
- Develops and executes new member orientation events

2. Member retention

- Lead retention activities and programs with Operations Manager and CEO.
- Establish methods of following up and connecting with new members and established members.
- Works with Operations Manager to ensure timely invoice billing for new, renewing, and past due members.
- Support Operations Manager with past due account collections.

3. Membership Experience

- Plan and execute Monthly Membership Meetings, Business After Hours and a.m. Connect including sponsorships, themes, programs, speakers, location, caterers, reservations, and signage.
- Maintain regular evaluation of programs through surveys and individual conversations.
- Manage budget for Monthly Membership Meetings.
- Responsible for successful member on boarding including coordination and execution of semi-annual Chamber 101.
- Staff liaison for Ambassador Committee
- Work with Director of Marketing and Events on additional special events as needed.
- Responsible for the coordination with staff for new business ribbon cuttings, ground breakings, and other events.

4. Sponsorships

- Responsible for creating and securing sponsorships to meet annual stated revenue goals.
- Responsible for management of sponsorship fulfillment.
- Plan and manage annual Total Resource Campaign

5. FLEX

- Oversees management of the Shawnee FLEX.
- Staff liaison for Shawnee FLEX Advisory Board
- Plans, manages, and executes a minimum of six FLEX events annually.

6. Other duties

- Assist the other staff with chamber events as needed.
- Complete all other tasks as assigned by the CEO.

Accountability: The full-time position is an exempt position and may require additional hours outside of the 40 hours work week. The Director of Investor Services reports directly to the CEO but works closely for training and knowledge from other staff within the office. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job-related duties required by the CEO. This document does not create an employment contract implied or otherwise, other than an "at-will" relationship.

July 2022

Please email resume, cover letter, 3 references and salary requirements to info@shawneeschamber.com

The Shawnee Chamber of Commerce is an equal opportunity employer.

