

POSITION TITLE: Membership Relations Manager

REPORTS TO: VP of Membership Investments

SUMMARY: The Membership Relations Manager will solicit prospective members and service new members. This position helps create a sense of value for the member and assists in events, committees, meetings and programs for the membership department. Under the leadership of the VP Membership Investments, this position is responsible for organizing new members, assisting with events and supporting the department. Will ensure quality customer service is being provided to members, educating them on the benefits of membership and how to get involved, and ensuring dues payments are made.

PRIMARY RESPONSIBILITIES:

Membership Services

- Work with the VP Membership Investments to generate potential new member leads, explain chamber features and benefits, and close sale.
- Develop and implement a sales plan designed to increase new members.
- Deliver prospect packets to companies that are not a chamber member.
- Follow up with prospects throughout the sales cycle.
- Attain monthly sales goals that are determined by the VP of Membership Investments and VP of Finance.
- Work with volunteers to encourage member generated leads.
- Deliver kind quality customer service to members.
- Conduct membership education and information programs through networking coffees, email communications, luncheons and other events.
- Create and execute new processes to increase revenue and the number of new members.
- Promote the benefits of upgrading membership investment.
- Coordinate the Total Resource Campaign or Annual Membership Campaign with the VP of Membership Investments.
- Work with the VP of Membership Investments to provide organizational excellence to the Olathe Chamber and optimize a team culture.
- Develop and implement a membership retention program designed to retain existing members.
- Manage volunteer recruitment and orientation for processes directly related to Member retention, engagement and recruitment.

Committees

- Plan and execute the following events:
 1. New Member Luncheons
 2. Ribbon Cuttings
 3. Ground Breakings
 4. Weekly Networking Coffees
 5. YoPro Events
 6. Monthly Committee Meetings

- Assist with the following events:
 1. New Educator bags for the school district
- Coordinate and attend Thursday networking coffees to work check-in table, introduce new members and guests, and ensure a successful event. Duties for the above events include helping with the scheduling of meetings, overseeing the meetings, preparing thank you notes, handling follow up, recruiting and coordinating volunteers (emcees, greeters, registration table assistance, Ambassadors), scheduling, obtaining mugs, cookies, ribbons and scissors, and ensuring coffee materials (guest sign in, name tags, job seeker info, prospect folders) are ready, welcoming new guests, presenting new members and guests, working as a team to ensure payments have been received and that.
- Oversee, manage and provide administrative support for the following:
 1. Ambassador Executive Council
 2. Ambassador Club
 3. Membership Council
 4. Chairman's Liaison
 5. YOPRO
- Duties include managing and overseeing the meetings, preparing thank you notes, handling follow-up, performing walkthroughs for lunch meetings, reviewing meeting minutes, ensuring points sheets are prepared and that completed points sheets and commitment forms are received and recorded, and communicating chamber information to attendees.
- Provide assistance as needed for ribbon cuttings, ground breakings, and New Member Orientation Luncheons.

Membership Investment

- Work with Membership Database Manager, to ensure monthly membership invoice process, invoice review and mailing, member communications for online payments, and quarterly member profile updates are being sent.
- Review receivables aging and follow up with members who are past due, encouraging them to remain in the Olathe Chamber based on their tenure and benefits available to them.
- Communicate and work with Receptionist who will connect with members who are on the A/R list 1-30 days, to ensure correct contact and follow up with past due accounts.
- Follow Retention Plan to "touch" every member throughout the year and stay up to date on Company contacts, closings, and changes.
- Work with Communications on programs and events within membership to ensure company message is followed and information is dispersed.
- Promote the benefits of upgrading membership investment to Investor's Guild.

Miscellaneous

- Participate in weekly staff meetings of the Chamber.
- Perform other duties and activities as assigned.

Skills Needed:

- Self-Starter
- Highly motivated
- Flexible

- Public speaking
- Time management
- Microsoft office proficiency
- Team oriented mindset

Please send resume to Susie Carson scarson@olathe.org.