

## **Job Description**

### **Membership Associate**

<b>Organization Name:</b>	Henderson Chamber of Commerce
<b>Hours/Week:</b>	40
<b>FLSA Status:</b>	Exempt
<b>Pay:</b>	Salary + Commission and Benefits.

### **Job Purpose**

The Henderson Chamber of Commerce Membership Associate (MA) is responsible for generating sales by soliciting potential members, communicating with existing members and promoting the Chamber through activities and events. The MA's responsibilities also include communicating with Chamber members, potential members, business owners and their employees, residents, government officials, and civic organizations as well as planning and attending certain events.

### **Essential Job Functions**

- Reports directly to the Membership Director.
- Establishes programs for membership recruitment and retention.
- Schedules and attends meetings with various business community groups when such affect the purpose and function of the Chamber.
- Maintains a membership management system with essential membership information.
- Plan and execute Chamber events as needed.
- Attend evening and early morning functions relevant to position.
- Work collaboratively with the Membership Director on sales initiatives, goals and programs.
- Work collaboratively with the Ambassadors and assist in managing the Ambassador program.
- Establishes personal rapport with potential members through regular calls and visits.
- Participates in community activities to foster a positive image of the Chamber of Commerce. Participate in Chamber activities and other events where Chamber representation is appropriate.
- Performs public relations duties and public speaking related to the Chamber's interests.
- Assists in the development of publications, brochures, member materials and promotional literature for the Chamber.
- Assists in developing and implementing tiered sponsorship programs for Chamber activities and events.
- Performs other duties as required including those outside of area of expertise as required in a dynamic and growing organization.

## **Qualifications/Experience**

Bachelor's degree in communications, marketing, public relations or related field. Two years experience in business to business sales with membership experience preferred. Ability to effectively articulate the Chamber's mission. Willing and able to build and adapt sales strategy and approach for a growing and dynamic organization. Excellent written and verbal communication skills. Demonstrated ability to operate in a calm, professional and polished demeanor with a diverse range of clients (corporate and social), as well as internal staff. Creative and solution-driven with the ability to identify and analyze needs and apply resources effectively to meet those needs via consultative sales techniques. Demonstrated commitment to business/economic development and the Chambers on-going mission preferred.

## **Work Context**

Requires work with external customers and the public. Requires working indoors in environmentally controlled conditions and sitting for long periods of time. Requires standing for long periods of time. Requires working outside in extreme heat and cold during outreach events. Requires face-to-face discussions with individuals or teams. Requires public speaking. Requires contact with others (face-to-face, by telephone, or otherwise). Requires flexibility with schedule.

## **Physical Requirements**

Ability to work both indoors and outdoors for extended periods of time. Ability to walk for extended periods of time. Ability to sit for extended periods of time. Ability to tolerate numerous interruptions throughout the day.

## **Skills**

### **Resource Management Skills**

Time Management. Management of Financial Resources. Management of Material Resources. Management of Personnel Resources.

**Basic Skills :** Active Learning. Active Listening. Critical Thinking. Monitoring. Reading Comprehension. Speaking. Writing

**Social Skills:** Coordination. Instructing. Negotiation. Persuasion. Service Orientation. Social Perceptiveness. Complex Problem Solving

**Employee Acknowledgement**

I have received, reviewed and understand my position responsibilities and the essential functions of the position. I understand that my work schedule, job responsibilities, work environment, knowledge, skills and abilities may be amended based on business need and management discretion.

I understand that employment at the Henderson Chamber of Commerce is at-will. This means that employment may be terminated for any or no reason, with or without cause or notice, at any time by the employee or the Chamber. Nothing in this or in any other document or oral statement shall limit the right to terminate employment at will. No supervisor or manager has any authority to enter into a contract of employment -- express or implied -- with any employee.

This policy of at-will employment may be revised, deleted or superseded only by a written employment agreement signed by the President and CEO, which expressly revises, modifies, deletes or supersedes the policy of at-will employment. Unless employment is covered by such a written employment agreement signed by the President and CEO, this policy of at-will employment is the sole and entire agreement between the employee and the Chamber as to the duration of employment and the circumstances under which employment may be terminated.

With the exception of employment at-will, terms and conditions of employment with the Chamber may be modified at the sole discretion of the Chamber with or without cause or notice at any time. No implied contract concerning any employment-related decision or term or condition of employment can be established by any other statement, conduct, policy or practice, nor does any arise from the terms or conditions set forth in this document.

Employee Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

Manager Signature: \_\_\_\_\_

Print Name: \_\_\_\_\_ Date: \_\_\_\_\_