



## **Job Title: Director of Membership**

### **Overview:**

As a key member of the Greater Grant County Chamber of Commerce team, the Director of Membership plays a critical role in growing and retaining membership, fostering relationships with local businesses, and ensuring members receive maximum value from their investment. This position is responsible for developing and executing membership recruitment and engagement strategies, enhancing community outreach, and driving revenue growth through memberships and sponsorships.

### **Responsibilities:**

#### **Membership Development & Retention:**

- Develop and implement strategies for new member recruitment and retention in collaboration with the President/CEO.
- Manage the member journey, ensuring clear communication and engagement with tier benefits.
- Oversee membership dues collection and renewal processes in partnership with the President/CEO.
- Maintain accurate membership records and databases, tracking trends and reporting findings.
- Serve as a resource by connecting members to business referrals and opportunities.
- Co-manage the Ambassadors Club with the Director of Marketing & Events to enhance member involvement.

#### **Community & Member Engagement:**

- Act as the primary liaison between the Chamber and its members, providing a high level of customer service.
- Conduct outreach to current and potential members, assessing their needs and ensuring engagement.
- Represent the Chamber at community events, networking functions, and meetings to strengthen relationships.
- Assist in developing strategic plans to enhance member engagement, retention, and overall experience.

- Organize and represent the Chamber on committees as assigned to foster community and business connections.

### **Revenue Growth & Sponsorship Development:**

- Work with leadership to meet membership growth and revenue targets.
- Identify and cultivate sponsorship and partnership opportunities to enhance Chamber offerings.
- Promote membership benefits and advocate for members' business needs within the community.

### **Marketing & Outreach:**

- Collaborate with the Director of Marketing & Events to develop membership promotions, campaigns, and engagement strategies.
- Leverage social media, newsletters, and Chamber events to increase visibility and attract new members.

### **Qualifications:**

- Bachelor's degree in Business Administration, Communications, Marketing, or a related field preferred.
- Experience in membership development, sales, customer relations, or business development.
- Strong interpersonal communication skills with the ability to build and maintain relationships.
- Proficiency in Microsoft Office Suite (365, Teams, Outlook, SharePoint, Word, Excel, etc.), ChamberMaster (CRM), and other relevant tools.
- Strong organizational skills, attention to detail, and the ability to manage multiple priorities.
- Knowledge of the local business community is a plus.

### **Benefits:**

- Competitive salary based on experience.
- Retirement savings plan with employer contributions.
- Professional development opportunities to support career growth.
- Paid time off and holidays for work-life balance.

Join our team and help shape the future of Greater Grant County! Apply now to become our Director of Membership.