

## Hamilton Chamber of Commerce Membership Manager (Contract)



### **REPORTS TO:**

President & CEO

### **SUMMARY:**

The Hamilton Chamber of Commerce's Membership Manager will be taking maternity leave in August 2015. This opening is available initially on a contract basis to cover her absence, but could evolve into a permanent position if market conditions support.

By utilizing proven marketing, sales and customer service skills, the contract Membership Manager will effectively serve and grow the membership of the Hamilton Chamber of Commerce. Compensation comprises a base salary plus commissions.

### **DUTIES AND RESPONSIBILITIES:**

- Prospect, on-board and orient new members;
- Meet the needs of potential and existing members through the provision of benefits and services;
- Oversee and expand the Chamber's affinity programs and member-to-member discounts;
- Coordinate and host all member engagement events, including quarterly New Member Orientation and monthly Business After Business events;
- Add member value by making connections among and on behalf of Chamber members;
- Play an active role at Chamber events and positively represent the Chamber in the community;
- Employ the chamber's CRM systems to print reports, manage prospects and members;
- Assist with retention calls when needed;
- Work closely with the Events & Communications Manager with marketing material and social media initiatives;
- Assist the President & CEO with sponsorship opportunities;
- Contribute to a healthy team environment that is conducive to high morale and satisfactory interaction between and among all chamber employees, volunteers and members;
- Participate in on-going training and/or performance improvement plans as required;
- Achieve monthly/annual sales quotas set by the President and CEO;
- Other duties as assigned.

## QUALIFICATIONS:

The ideal candidate will:

- be a natural-born connector;
- demonstrate the characteristics of a highly effective salesperson;
- adhere to the highest standards of customer service;
- understand the needs of Hamilton businesses, small and large;
- be comfortable speaking in front of large groups;
- be self-motivated and able to work with limited direction;
- be highly organized and demonstrate superior time management skills;
- be a positive addition to an already cohesive team;
- be able to cope in high-pressure situations, handle changing priorities and strict deadlines;
- have superior telephone, computer, financial management, data management, research, data analysis, and report writing skills;
- adhere to the Chamber's "Code of Conduct" and maintain confidentiality.

*EXPECTATIONS:* It is understood that normal working hours are from 8:30 am to 4:30 pm, Monday through Friday. However, it is further understood that in order to adequately perform the duties of this position the incumbent will be required to work outside these hours and this shall be considered an expectation of the terms and conditions of employment. Overtime hours may require early morning, evening and weekend work. The incumbent is expected to work these overtime hours as a normal function of the position and will be compensated according to the Chamber's overtime policy for pre-approved overtime worked. The incumbent is required to use his/her vehicle in the performance of all duties.

*EDUCATION AND/OR EXPERIENCE:* At least five years of business, sales and/or customer service experience is required. University degree or college diploma is preferred. A background in membership sales and/or retention would be valuable. The successful candidate must have a valid drivers' license and their own reliable vehicle.

Please send resume and cover letter to the attention of Whitney Eames at [w.eames@hamiltonchamber.ca](mailto:w.eames@hamiltonchamber.ca).