

Hamilton Chamber of Commerce

Membership Manager

REPORTS TO:

Chief Operating Officer

SUMMARY:

The lifeblood of any member organization is a high-functioning, dynamic membership services and sales engine. The Hamilton Chamber of Commerce's incumbent Membership Manager will not be returning from maternity leave, thus requiring the organization to seek a permanent replacement.

By utilizing proven marketing, sales and customer service skills, the 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 using proven sales and retention systems;
- Meet the needs of potential and existing members through the provision of benefits and services;
- Oversee and expand the Chamber's membership services, 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;
- Work closely with the Events & Communications Manager with marketing material and social media initiatives;
- Contribute to a healthy team environment, 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 connector;
- demonstrate the characteristics and techniques 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: Normal organization 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 occasional weekend work. 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. The successful candidate must have a valid drivers' license and their own reliable vehicle.

Please submit your resume to w.eames@hamiltonchamber.ca. Only those chosen for an interview will be notified.