

JOB DESCRIPTION

Title: Member Engagement Specialist

Direct Report: Director of Investor Relations

Classification: Non-Exempt Position – Permanent Full–Time position, may include some evenings, and/or early mornings. As a full-time employee, the Member Engagement Specialist is eligible to receive all the Chamber’s benefits.

About the Cape Cod Chamber of Commerce:

Grow your career while supporting the growth of Cape Cod!

Since 1921 the Cape Cod Chamber of Commerce has worked to make our region a world-class vacation destination. We are a Massachusetts non-profit, membership organization that advocates on behalf of businesses to strengthen and promote regional economic vitality while addressing related cultural, environmental, and community concerns. We are a catalyst and advocate for a vibrant economic community to create a better Cape Cod.

As the Regional Tourism Council and Convention and Visitors' Bureau for the area, we work closely with the Massachusetts Office of Travel and Tourism to create a sustainable year-round economy and drive visitors to the region. We are a private, not-for-profit entity governed by a board of directors elected by our 1,200 members located in 17 communities throughout our region. We are the 4th largest Chamber of Commerce in Massachusetts.

The Cape Cod Chamber of Commerce Chamber provides the advantages of working for a small business combined with the values and mission focus of a nonprofit. As part of a leading organization in the region’s business community, our team members have access to a wide array of resources, connections, and opportunities throughout their careers with the Chamber.

The Cape Cod Chamber is a growth-focused organization with a team of talented colleagues, opportunities to lead, and room for personal and professional growth. With a hybrid work environment, and a full benefits package including medical, dental, health care flexible spending account, dependent care flexible spending account, life & LTD, EAP, 401(k) retirement plan, and paid time off for employees working 30 or more hours a week, the Cape Cod Chamber of Commerce is dedicated to taking care of our employees.

PRIMARY FUNCTION

The Member Engagement Specialist is a key member-facing position. This role provides multi-function support to the Membership Team, connects with the community on behalf of the Chamber, prepares support materials for events and meetings, assists with membership retention tasks, manages member records, monitors the membership@capecodchamber.org and info@capecodchamber.org, email addresses, contacts members to confirm correct billing

information, supports members with using the Chamber's marketing tools, and manages the inside sales process for leads who complete their applications through the website.

- Monitors member benefits to make sure members are using them, including complementary tickets to events, the opportunity to have display tables or banners at events, etc. Reports to Director of Investor Relations when members have unused benefits.
- Conducts a variety of member retention tasks, including emails and phone calls, to provide customer service and ensure member satisfaction.
- Prepares new member packets for the Membership Team to deliver to new members immediately upon joining the Chamber.
- Meets with new members in person or over video chat to set up their Business Profile and to show them how to use the Extranet. Assists retained members with updates to their Business Listings promptly as requested.
- Monitors membership@capecodchamber.org and info@capecodchamber.org for event submissions and posts those events to the website on behalf of members.
- Provides customer service over the telephone and in person, addressing customers' needs and concerns in a timely, appropriate manner.
- Attends ribbon cuttings and networking events as needed.
- Assists with Membership Pillar meetings. Records discussion notes from these meetings.
- Initially contacts business leads who enter their information on our online Membership Application for qualification and determination which Membership Team member should complete the sale. Completes sales for members qualified at the entry-level.
- Prepares support materials for meetings as needed for events or meetings throughout the year.
- Prepares member billing records for automatic assignment to a membership tier, coordinates sending a letter to each of these members along with an overview of tier benefits enclosed with the membership dues invoice.
- Completes retention tasks as assigned by the Director of Investor Relations by the Retention Plan.
- Maintains a manual of Standard Operations Procedures for the tasks performed by this position, updating as needed each year.
- Assists in recording registrations and attendees for all Chamber events.
- Receives and distributes incoming mail.
- Assists as needed to coordinate details and logistics for the Annual Meeting.
- Completes training on how to use the SimpleView Customer Relationship Management database and the Content Management System.
- Approves events submitted by members to the Extranet for posting onto the website.
- Provides information and written materials to the public by Chamber procedures.
- Requests assistance as needed from the Director of Investor Relations.
- Performs other duties as assigned.

JOB KNOWLEDGE

Must have the ability to become extremely well versed in all Chamber events and sponsorships. Requires strong organizational, computer, and customer skills as well as knowledge of departmental policies and procedures (which would be learned on the job). Requires strong administrative skills to accurately maintain specified files and compile data to generate reports. Must be able to follow oral and written instructions, as well as the ability to use sound judgment and common sense in determining matters independently. Must possess excellent communication skills, both written and verbal, and the ability to establish and maintain effective working relationships with co-workers and the public.

EXPERIENCE AND TRAINING:

Prior work experience of at least 2 years in a sales, community relations, or administrative support position, which includes strong organizational and computer skills, is required.

CONTACT WITH OTHERS:

Internal contacts include Chamber staff and department directors. External contacts include local businesses, members of the Chamber, board members, volunteers, and the public at large. All contacts to exchange or provide information require tact, courtesy, and professional decorum.

CONFIDENTIAL DATA:

Has access to management discussions, inter-departmental memos, database, membership information, and business inquiries which are considered confidential and would not be in the Chamber's best interest to disclose.

RESPONSIBILITY FOR ACCURACY:

Computer entries and correspondence must be accurate and well maintained. Most data entry errors could be identified through proofing procedures.

SPECIFIC COMPUTER SKILLS:

Microsoft Office (Word and Excel) and Internet skills are required, as well as strong database skills. Customer Relationship Management systems and Constant Contact skills are a plus.

MENTAL/PHYSICAL/VISUAL EFFORT:

The degree of concentration varies from slight to intense based on the work being performed. While performing the duties of this job, the incumbent is routinely required to stand, walk, sit, reach with hands and arms, talk, and hear. Subject to occasional lifting and carrying of supplies weighing up to 30 pounds. Requires visual acuity, manual dexterity, and good eye/hand/foot coordination.

RESOURCEFULNESS AND INITIATIVE:

Follows and implements well-defined policies and procedures. Initiative and resourcefulness are required to handle multiple projects simultaneously, assist potential clients in obtaining necessary information, and accurately complete job assignments in a timely fashion.

ENVIRONMENT:

Works in a normal office environment with occasional local travel and exposure to traffic.

COMPENSATION:

The successful candidate will receive a competitive salary. Additional benefits include 13 Paid Holidays, Paid Sick Leave, Massachusetts Paid Family And Medical Leave, Bereavement Leave, Health Insurance, Dental Insurance, Life Insurance, Retirement plan, Long-Term Disability Insurance, Section 125 Plan – Medical And Dependent Care, Pretax Medical And Dental Premiums, Workers' Compensation, Retirement Plan – 401(k), Education Benefits, Professional Development

APPLICATION:

To apply, please submit your cover letter and resume to karen@capecodchamber.org

The Cape Cod Chamber of Commerce provides equal employment opportunities to all employees and applicants without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or genetics.