



STEAMBOAT SPRINGS CHAMBER

Membership Manager

About the Chamber:

The Steamboat Springs Chamber is dedicated to the business and economic health of Steamboat Springs and Routt County. Our mission is designed to support our whole community—our businesses and those who work, live, and play here. Maintaining our lifestyle, environment, and cultural heritage plays a key role in how we deliver on our mission of creating vitality in the valley.

Position:

Title: Membership Manager

Type: Full-time

Minimum experience: Mid-level

Location: Must live within or be willing to relocate to Routt County

Salary: \$40,000 - \$45,000, based on qualifications and experience, plus sales commissions

Benefits: Healthcare, dental, vision, term life and disability insurance, 401K savings, PTO, wellness program, and gym/pool access, as well as individual and dog-friendly office space, among other benefits.

Reports to: Economic Development Director

Position Scope:

The Membership Manager retains existing members and sells new memberships to generate revenue for the Chamber to execute its mission. The Membership Manager is responsible for developing and implementing a comprehensive membership program, investment tiers, paid sponsorships, and a suite of value-add benefits strategically designed with supporting data to retain and grow the Chamber's membership base. Success will be demonstrated via outcome-based metrics showing increases in both member retention and member revenue growth year-over-year.

A talented Membership Manager will be a proactive individual with strong sales skills who works closely with colleagues across all Chamber functions. Regular engagement with colleagues and a strong understanding of all Chamber functions, and business issues, is key to conveying the return on investment to current and prospective members. Tracking, framing, and communicating how the entire Chamber organization serves its members is essential for success.

Responsibilities:

1. Management
 - a. Develop a vision and strategy, then own and deliver results for comprehensive and data-driven membership sales, membership retention, and member benefits fulfillment programs.
 - b. Continuously work in the Chamber's Simpleview CRM to ensure prospect and member information is updated.
 - c. Work closely with the Finance Manager to ensure invoices for membership, sponsorships, and special activities are paid by the due date in the CRM.
 - d. Work closely with the Digital Marketing Manager to ensure the member section of the Chamber website contains timely, informative, and accurate content is available to prospects and members.
2. Membership Sales
 - a. Execute an impressive Membership Sales program comprising the full sales cycle: prospect, connect, research, present, handle objections, close, follow up, and generate referrals.

- b. Carry out new member fulfillment for an immediate impact of membership investment: onboarding, ribbon cuttings, networking, marketing, etc.
 - c. Manage top-level partnership agreements and memberships trades working closely with the CEO.
 - d. Track member prospects and conversions in the CRM and provide a weekly report to the Economic Development Director and a monthly report to the CEO, staff, and board of directors.
 - e. Engage the Chamber team and celebrate new member successes.
3. Member Retention
- a. Run an exceptional Member Retention program that builds the Chamber's relationships through personal visits, organized outreach plans, marketing activities, and more.
 - b. Create and cultivate strong relationships with current members through direct engagement.
 - c. Facilitate impactful member engagement opportunities for the Chamber staff, board of directors, and subcommittees including Member Outreach Week, member networking events, and new initiatives.
 - d. Track member engagement details in the CRM and train staff to do the same.
 - e. Identify member needs for technical, financial, and regulatory assistance and develop high-value programming with quality content to meet needs.
 - f. Collaborate with partner organizations to leverage opportunities and add value to membership.
 - g. Maintain up-to-date member retention metrics and monitor progress toward annual goals, as well as provide a weekly report to the Economic Development Director and a monthly report to the CEO, staff, and board of directors.
 - h. Conduct member surveys and analyze and present results.
 - i. Communicate business advocacy efforts to members.
 - j. Engage the Chamber team and celebrate retention successes.
4. Member Benefit Fulfillment
- a. Consistently convey value and impact of Chamber work to membership.
 - b. Actively engage with members to ensure they are realizing their benefits at all investment levels and track utilization in the CRM.
 - c. On a quarterly basis, provide a thorough update on partner agreement fulfillment to CEO.
 - d. Work with members to promote their business utilizing all tools: networking events, ribbon cuttings, mixers, event sponsorships, communication tools, and web products.
 - e. Work with a variety of vendors to develop and maintain membership benefits.
5. Other responsibilities
- a. Represent the Chamber within the community and potentially on community boards, commissions, task forces, etc.
 - b. Attend Chamber Board meetings and update the Board of Directors on membership as needed.
 - c. Perform other duties as assigned from the CEO or Economic Development Director.

Ideal Qualifications:

1. Skills and Knowledge for Success
 - a. Strong sales skills with proven track record of exceeding sales goals
 - b. Excellent business etiquette
 - c. Basic understanding of finances and budgeting
 - d. Strong interpersonal skills and the ability to foster strong relationships within the business community including staff, members, volunteers, board, and the public
 - e. Knowledge and interest in Routt County's various businesses, industries, and the community and contacts preferred
 - f. History of working both independently and closely in a small team environment
 - d. Be a team player with flexibility to adjust priorities as needed and willing to help on other assignments
 - e. Be self-motivated and demonstrate initiative and planning skills to complete work on time
 - f. Highly organized with attention to detail and follow through
 - g. Be flexible with time to get the job done and available to work occasional evenings, weekends, and holidays outside of the 8:00 a.m. to 5:00 p.m. timeframe
 - h. Excellent written, verbal, and presentation skills

- i. Experience with a CRM preferred
 - j. High degree of proficiency with Microsoft products: Outlook, Excel, Word, etc.
 - k. Experience with web-based applications: Zoom, Google products, etc.
 - l. Access to reliable highspeed internet connection at home in case remote work is required
 - m. Have a genuine interest in facilitating the success and development of our member businesses
 - n. Must be able to lift 25 lbs.
 - o. Must have a reliable vehicle
2. Education and Experience
- a. Bachelor's degree in business, marketing, communications, or a related field preferred
 - b. Two or more years of relevant experience
 - c. An equivalent combination of education or experience

Working for the Chamber:

The Steamboat Chamber is a cohesive, professional, and creative team, valued and respected by the community for consistently exceeding expectations with enthusiasm and passion. Our work environment is fun, challenging, and fast-paced yet casual.

The Steamboat Springs Chamber is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

This job description provides only general information about the position. The list of responsibilities, qualifications, skills, and other details is not a comprehensive list and that additional tasks may be assigned to the employee from time to time; or the scope of the job may change as necessitated by business demands.

To apply:

Please email Cecilia@SteamboatChamber.com a cover letter and resume.