



**TITLE:** Director of Member Services

**REPORTS TO:** Senior Vice President of Membership

**SUMMARY:** The Director of Member Services manages the relationships between the Chamber's 1,300-member organizations totaling \$3.8m in annual dues.

### **Position Description**

The Director of Member Services leads the Member Services Team in their goal to engage and retain all Chamber members in support of the Chamber's strategic plan. This forward-facing role is charged with direct management of the highest paying dues members, is a manager of the member services team, and contributes to the organization at a senior level. In addition to their forward-facing responsibilities they are expected to know the members, track strategic metrics, and keep information on members up to date and available to the staff at large through management of the Chamber's database.

### **Position Responsibilities**

#### Member Services

- Develop strategies to increase engagement levels and identify high risk members
- Responsible for maintaining an annually set membership retention rate and directly responsible for retention/engagement of top tier members
- Up-sell members into higher Chamber membership tiers and benefit plans
- Report on member engagement, retention, and other key metrics
- Update member engagement plan content, create presentation content, and visit members onsite to present to audiences of all sizes (1-100)
- Meet with members regularly via phone or in-person, including traveling to regional locations
- Monitor attrition of members including direct outreach to canceled members

#### Chamber Team Support

- Act as subject matter expert regarding Chamber members and work with all internal Chamber teams on promotion of their programs to members
- Assist Membership Development with onboarding of new members
- Assist executive leadership team with preparation for their member meetings
- Coordinate and execute the monthly renewal & collections process with finance team
- Participate on Senior Staff and other internal matrix teams as needed
- Attend all Chamber programs, host and engage with members, and help Programs team with event execution as necessary

#### Team Administration

- Oversee Member Service team, set annual objectives for the team and promote professional development
- Act as departmental expert of the organization database (Chamber Master) including data quality, system organization, and reporting
- Assist Senior Vice President with the Membership Committee
- Manage membership dues schedule and corresponding collateral

### **Requirements**

- Bachelor's Degree and 5-8 years' experience (or combined education and experience) in member services or donor relationships
- Experience developing and executing strategic engagement plans
- Ability to manage relationships with multiple internal and external constituencies
- Leadership and management experience
- Database system usage and reporting skills
- Analytical skills and financial acumen

Please send cover letters and resumes to Maureen Shea Baker, Senior Vice President, Membership at [msbaker@bostonchamber.com](mailto:msbaker@bostonchamber.com)