



Title Membership Coordinator
Reports to Senior Vice President, Membership
Date March 2020

ABOUT THE CHAMBER

We are an independent, non-profit organization that is the convener, voice and advocate of our region's business community. Meet and engage with a variety of business and community leaders from nearly every sector, industry, profession, and background across greater Boston to ensure that the Chamber continues to be reflective of our diverse and collaborative business community.

SUMMARY

The Greater Boston Chamber of Commerce is seeking a Membership Coordinator to support the Membership Team who is energetic, hard-working, and detail oriented, who thrives working in a team environment. In this role, you will participate in our programs and events with high-profile representatives in the Boston business community. This individual will contribute to projects on a day-to-day basis that are a vital piece to our commitment to serving all our valued members. They are a key player in assisting the membership team in the daily operations of relationship management, including updating membership information in the database, adding new member information, adding and updating prospect information, member services & membership inbox management, preparing materials for membership meetings and ad hoc projects as necessary. The Membership Coordinator will be an integral part of keeping member relationships fresh and active and assist the team in reaching their annual goals.

RESPONSIBILITIES

Membership Development & Services

- Support the Business Development Team in recruitment of new members
 - Research and provide background information on prospective companies
 - Track lead distribution and audit new member dues in conjunction with finance
 - Data entry and status reporting
 - Develop recruitment lists and contacts
 - Maintain tracking for annual Membership Drive and Board Referrals
 - Assist CEO and SVP on member meetings
- Support SVP for all Board meetings and reports
- Prepare SVP for Membership Committee quarterly meetings and reports
- Monitor and respond to all incoming membership correspondence via phone, mail, or email in a timely manner
- Run weekly and monthly reports on membership data, and as requested
- Produce (create, proofread, edit) department materials and send communications; such as email announcements, one pagers, dues letters, and newsletter updates
- Prepare new and existing members packets for Member Service and Business Development meetings.
- Manage Membership inbox and assist Member Services with their inbox
- Manage on-boarding process for new members

General Support

- Serve as in-house ChamberMaster expert, overseeing ChamberMasters data integrity and ensuring member profiles are accurate
- Run and analyze member data using different platforms

- Act as point of contact for the Member Information Center
- Ability to work flexible work schedule with early mornings and late evenings
- Assist with other duties as assigned
- Support other departments and team led efforts as needed

QUALIFICATIONS

- Bachelor's Degree and/or 1-3 years' experience in business development, customer service or member management
- Ability to multi-task, prioritize and complete projects on time
- Experience with membership databases and reporting
- High attention to detail
- Experience with MS Office, Excel and other business software tools
- Excellent interpersonal skills and ability to interact with senior level executives
- Excellent communication and presentation skills
- Superior time management skills

APPLY

If you are interested in joining a diverse, collaborative, and energetic team who works hard and has fun while seeking to make meaningful impact, please contact Erica Smith at esmith@bostonchamber.com and include a cover letter and resume.