



Membership Coordinator

About the Chamber

We are an independent, non-profit organization that is the convener, voice, and advocate of our region's business community. Join a diverse, collaborative, and energetic team who works hard and has fun while seeking to make meaningful impact.

Summary

The Greater Boston Chamber of Commerce is seeking an enthusiastic, people-first, multi-tasker to work directly with both the membership development and member services teams. The Membership Coordinator will be responsible for assisting in the daily operations of relationship management for both members and prospective members. They will manage department inboxes responding to inquiries, be responsible for database upkeep and prepare materials for member meetings and ad hoc projects, as necessary. They will support the Chamber's onboarding and engagement initiatives to ensure members are utilizing their benefits. The Membership Coordinator will be an integral part of keeping member relationships fresh and active.

Responsibilities

Membership Development & Services

- Monitor and respond to all incoming membership correspondence through phone, mail, or email in a timely manner
- Manage member services and membership development Inbox
- Run weekly reports on membership data and as requested
- Research senior leadership opportunities for existing members
- Produce (create, proofread, edit) department materials and send communication such as email announcements, one pagers, dues letters, and newsletter updates
- Assist with Webinar programming by corresponding with speakers and producing the presentation
- Coordinate engagement events for Member Service Team
- Manage on-boarding process for new members
- Assist in preparation of member-facing meetings to include engagement overviews and collateral
- Support the Business Development Team in recruitment of new members
 - Research and provide background information on prospective companies
 - Develop recruitment lists and contacts

General Support

- Serve as in-house Chamber Master expert, overseeing Chamber Masters data integrity and ensuring member profiles are accurate
- Working knowledge of all department board and end of month reports
- Act as point of contact for the members' on-line portal
- Assist with new marketing Initiatives
- Attend and support Chamber Events
- Assist with other duties as assigned

Qualifications

- Bachelor's Degree or 3 years' experience in business development or customer service
- Ability to multitask and change directions as needed
- Experience with membership databases, and reporting
- High attention to details
- Experience with MS Office and other business software tools
- Excellent interpersonal skills and ability to interact with senior level executives
- Superior time management skills
- Excellent communication and presentation skills

APPLY: Please send a resume and cover letter that describes your experience and interest in this role to Erica Smith at esmith@bostonchamber.com

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