Member Services Coordinator

Position Summary

Under the supervision of the President/CEO the Member Services Coordinator (MSC) is responsible for supporting the continuous growth of chamber membership.

The Member Services Coordinator is responsible for the daily administrative tasks related to all levels of membership and tracking and reporting of important membership data to the CEO, staff, and Board of Directors. Maintaining current chamber members, encouraging members to upgrade their membership and assimilating members into the chamber to ensure involvement and retention is a vital role of the MSC. The Member Services Coordinator is also responsible for recruiting and researching new businesses and communicating potential leads to the Member Relations Coordinator for contact.

Strong written and verbal communications skills are required; as well as providing a high level of customer service and the ability to build strong relationships. The MSC is responsible for answering phones and greeting visitors in the absence of the Member Relations Coordinator.

All Pasadena Chamber staff members must be versatile and capable of performing many jobs, separate or in addition to their specific job description. Chamber staff is to provide full cooperation to assist each other when duties and responsibilities arise for special events or programs.

Membership Retention

- Work as the staff liaison for the Membership Committee, providing chamber staff perspective and information to assist as they develop, coordinate, and maintain a comprehensive member engagement and retention program, providing the committee with reports and research needed to make sound decisions
- Be knowledgeable of the chamber membership makeup and potential areas for improved member satisfaction. Use creative and critical thinking skills to provide support and make suggestions to further engage members when appropriate
- Manage, evaluate, and promote use of member benefit, ensuring all members are engaged, have knowledge of, and are utilizing their membership benefits in order to retain them as members of the chamber
- Provide monthly reports for the Ambassador Committee of members needing a new member bag, ribbon cuttings, and welcome calls; develop contact plan for Ambassadors to engage with new and existing members
- Responsible for preparation, planning and attending one on one benefit meetings with members and Director of Marketing & Media
- Responsible for outreach in various ways to encourage all members investing at Silver level and higher to take advantage of special member benefits and
providing updated information to the appropriate staff as necessary (i.e. enhanced logo on website, articles for newsletter, etc.)

- Attend all chamber events for the purpose of support and engagement of members as well as connecting members for expanded B2B opportunities, partnerships, and relationships; be knowledgeable of attendees in order to have targeted conversations with certain members while at events
- Assist in the annual member verification process to ensure an accurate membership database by making calls and sending emails to request updated member information
- Track and report weekly and monthly metrics in order to analyze success in meeting membership retention and recruitment goals
- Share Requests for Proposals and special invitations through email or phone calls to targeted sectors of membership as opportunities present themselves

**Membership Recruitment**

- Develop and maintain an excellent knowledge of Chamber membership levels and benefits in order to understand and address prospects' needs
- Manage a prospect database of potential new members, tracking interaction and process prior to member joining working with the Membership Relations Coordinator to ensure all communications are done in a timely manner and all information is being updated regularly
- Coordinate new member on-boarding process, including making welcome calls, scheduling and attending all ribbon cuttings (includes public speaking) and preparation of new member bags
- Update and adjust membership investment levels in conjunction with input from the Membership Committee, President/CEO, and Board of Directors
- Prepare and lead presentation for the monthly Membership 101 class to all new and prospective members and work with Member Relations Coordinator to follow through on any leads, changes, or action items that arise
- Provide weekly reports on prospective members, new members, ribbon cuttings, and member visits to staff and CEO and prepare monthly membership reports for Board of Directors
- Responsible for identifying and communicating all community ground breakings, grand openings, and ribbon cuttings where chamber representation is expected and necessary
- Work with other chamber of commerce colleagues and state and national chamber organizations, continuously seek new and improved approaches for enhancing the Chamber's membership recruitment efforts

**Competencies**

- Developing, implementing, and monitoring goals, objectives, and action plans
- Ability to give and accept instruction and constructive feedback for the betterment of the team
Ability to perform in a fast-paced work environment subject to job interruption requiring a high level of flexibility
- Outgoing, people person able to handle multiple tasks while staying organized and detail oriented
- Strong written and verbal communication skills; public speaking required
- Experience recruiting, managing and retaining volunteers
- Familiar with Pasadena and surrounding communities
- Comfortable conversing with professionals at all levels
- Experience with service recovery when working with discontent customers
- Possess degree of personal and professional integrity
- Confident, enthusiastic and self-motivated
- Experience in customer service and must possess strong interpersonal skills
- Excellent telephone skills with a thorough knowledge of telephone etiquette
- Ability to create a positive impression of the Chamber while responding to members either by telephone or in person
- Personable and courteous in working relationships with colleagues, members, and the public
- Proficient in Microsoft Office and ability to learn database programs
- Additional Skills: volunteer management, events management

**Other Duties & Responsibilities As Assigned**

- Ensure personal commitment to the vision and values of the Pasadena Chamber of Commerce’s standards of excellence, staying on target with our mission to promote economic development and community growth to ensure the prosperity of Pasadena’s businesses and citizens
- Maintain the positive culture of the Chamber team by learning and abiding by the Core Values and Team Norms
- While assigned to specific responsibilities, assists other members of staff whenever the need arises
- Provide leadership, records management and reporting for assigned committees
- Help to secure sponsorships for assigned programs, events and membership activities as part of a chamber team effort to make every event and program as successful as possible
- Participates in monthly one-on-one meetings with the President/CEO to evaluate previous month’s goals and set targets and priorities for following month as well as annual review that assesses job performance, goal setting, maintaining Team Norms and Core Values, and ensures agreed upon objectives and expectations from the President/CEO are clear and being met
- Performs various other assignments made by the President/CEO

**Position Requirements**

- Minimum of two years relevant experience in customer service and/or administrative skills
• Associates or Bachelors’ degree preferred, but not required; work experience in lieu of college education is acceptable
• This is a full-time position; days and hours of work are Monday through Friday, 8:00 a.m. to 5:00 p.m. Occasional evening and weekend work will be required to ensure timely completion of all responsibilities or to assist at after-hour/weekend events.

Interested applicants should email resumes (no phone calls please) to the attention of:
Jamie Huffar, Director of Finance & Operations
jamie@pasadenachamber.org