



# Member Services Representative

**Position: Full Time**

Virginia Peninsula Chamber of Commerce – Hampton, Virginia

The Virginia Peninsula Chamber of Commerce has an opening for a full-time position for a membership acquisition and retention representative. The Chamber is a not-for-profit, membership-driven organization comprised of nearly 700 business and another 500 public organizations. Its mission is to “Connect Business with Opportunity” through Facilitation, Advocacy, Communication and Education.

The position is responsible for acquiring new Chamber memberships from prospective non-member businesses and the retention of existing members by communicating the benefits of the Chamber and providing detailed information on the many programs and services offered by the Chamber. This position reports directly to the Executive Vice President.

## **Responsibilities:**

Contact, acquire and close new Chamber memberships and retain existing members for businesses and organizations located within the Virginia Peninsula Chamber of Commerce service area: Hampton, Newport News, Poquoson, lower York and James City Counties. This position requires a strong sales and collection background with the ability to prioritize your responsibilities to meet your deadlines.

- Contact, acquire and close new Chamber memberships
- Schedule appointments to meet prospective members
- Close sales during visits or through follow-up phone calls/visits and written correspondence
- Achieve budgeted revenue goals
- Actively seeks new businesses and follow up appropriately
- Maintains knowledge of goals, objectives and services provided by the Chamber
- Remains informed of member benefits, Chamber events, etc.
- Actively support and participate in Chamber events and programs
- Works renewal accounts and targeted major accounts as assigned
- Assists Chamber members in taking full advantage of their membership
- Attends monthly Ambassador meeting
- Works with Executive Vice President to provide leads for Board of Directors
- Updates and maintain current information in Chamber Master (membership software)
- Aggressively use electronics & social media to acquire or retain membership.
- Other duties as assigned by the Management

## **Knowledge, Skills and Abilities:**

- Strong organization, time management and multi-tasking skills
- Detail oriented

- Previous sales and collection experience a must
- Self-starter with a professional appearance
- Proficient in Microsoft Office products including Google, Excel and Word
- Ability to prospect/cold-call new businesses
- Strong verbal and written communications skills
- Capable of maintaining sensitive/confidential information
- Must be a team player that works well in an adaptive environment
- Must have the ability to foster the values of member relations
- Exceptional people skills with an outgoing, non-aggressive personality

**Please submit cover letter and resume to:**

Virginia Peninsula Chamber of Commerce  
Attn: Suzy Johnson, Executive Vice President  
21 Enterprise Parkway, Suite 100  
Hampton, VA 23666.

**OR E-mail**

[sjohnson@vpcc.org](mailto:sjohnson@vpcc.org)

Absolutely **NO PHONE CALLS** please.

**DEADLINE:** November 30, 2018

**Contact Information:**

Virginia Peninsula Chamber of Commerce  
Suzy Johnson, Executive Vice President  
21 Enterprise Parkway, Suite 100  
Hampton, VA 23666

[sjohnson@vpcc.org](mailto:sjohnson@vpcc.org)  
<http://www.vapeninsulachamber.com>