



CACI

COLORADO ASSOCIATION
OF COMMERCE & INDUSTRY

The State Chamber of Commerce

MANAGER of MEMBER ENGAGEMENT

Help Every Member Engage in Ways Meaningful to Them

We are looking for a confident, energetic, self-motivated colleague to engage our members and put them at the heart of everything we do – *to help every member engage in ways meaningful to them.* This is a full time and full energy position!

YOU WILL HAVE:

1. Positive energy and a presence that draws members in, encouraging them to engage.
2. Exceptional oral and written communication skills and the ability to develop meaningful dialog with our members. You should be a ‘people person’ with great customer service skills.
3. Ability to analyze existing membership trends from data and member feedback, identify market trends then build an engagement plan that maximizes retention.

Helpful, but not required to be hired:

- Experience with government affairs and the ability understand legislative issues and communicate them with our members in a clear and concise manner.
- Membership organization experience.

DUTIES:

1. Take initiative to serve members’ needs; consult with senior membership executive and the entire team regarding new ways to accomplish member satisfaction and retention.
2. Thoughtful engagement with members:
 - a. Schedule and conduct site visits with members
 - b. Make lots of calls to members to stay connected in ways they appreciate, and which encourage their involvement.
 - c. Engage members, and sometimes non-members, in relevant issues to support CACI advocacy and membership.
3. Onboard new members and manage database, keeping it up to date
4. Manage Retention Calendar
 - a. Unpaid member retention/collection calls
 - b. Update past-due spreadsheet
5. Coordinate and schedule retention/involvement meetings with senior CACI staff.
6. Send out monthly surveys, send thank you notes and make phone calls to those who have issues or don’t respond.

7. Make CACI team aware of trends, comments, feedback, etc. that the organization should have to improve effectiveness.
8. Obtain team input and Involve CACI team in retention efforts as appropriate.
9. Be CACI point-person to engage Colorado local chambers of commerce.
10. Create and maintain effective reporting relevant to goals.
11. Other duties as assigned.

COMPENSATION: Competitive salary, opportunities to earn more based on performance, and a full and generous benefits package.

HOW to APPLY: please send an email and cover letter to [Dave Tabor](#), Senior Vice President of Business Partnerships.