



COLORADO CHAMBER OF COMMERCE

Manager, Investor Relations

Oct 16, 2024

Estimated Hours: full-time, 40 hours per week, occasional evenings and rare weekends.
Pay range: salary, \$75,000 to \$90,000 depending on experience, plus competitive benefits
Send cover letter and resume to: JCoakley@COchamber.com

Primary Job Objective: Engage members in ways that help them value their membership and stay involved.

Secondary Objectives: a) members increase their financial support via larger membership investment and/or sponsorship investments, b) new membership sales.

Duties and responsibilities

- 1) Manage new member onboarding process and execution.
- 2) Convey the value of the Chamber's advocacy work. Keep abreast of key policy positions, advocacy work and results, then help members understand and appreciate how the Chamber benefits their company directly and indirectly.
- 3) Develop and maintain relationships with members through one-on-one meetings (in-person/phone/online), targeted communication, and leveraging special events to identify and execute customized touches for members.
- 4) Strive to maintain member data as current including contacts, preferences for involvement.
- 5) Follow-up with bill pay reminders as needed; related communications and payment process assistance as needed; work with Finance to ensure accurate reconciliation of membership revenue.

- 6) Membership Team Collaboration to include input on membership department, member benefits, database management, member communications, member recognition, billing decisions, member opportunities and more.
- 7) Represent the Chamber confidently and respectfully, establishing collaborative relationships and participation with business partners, external stakeholders, and key community and professional contacts.
- 8) Partner with team to manage and execute invoicing processes including setting-up ACH payments.
- 9) Work with the Communications department to a) connect members with campaigns that engage and highlight members, b) watch for member-related news to provide specific recognition either from/by self, or by informing and coordinating with the communications team.
- 10) Facilitate connecting members where there would be mutual benefit.
- 11) Other duties as assigned related to investor relations, and as assigned to be an active and contributing member of the Colorado Chamber team.

QUALIFICATIONS

1. Education and Experience:

- Bachelor's degree in Business Administration, Marketing, Communications, or a related field.
- Minimum of 2 years of experience in investor relations, membership management, or a similar role; 3-5 desirable.

2. Skills and Competencies:

- **Strong Communication Skills:** Excellent verbal and written communication skills to effectively engage with members and stakeholders.
- **Relationship Management:** Proven ability to build and maintain strong relationships with members, stakeholders, and business partners.
- **Organizational Skills:** Exceptional organizational and time management skills to independently handle multiple tasks and projects simultaneously with high level of accuracy and attention to detail.
- **Team Collaboration:** Ability to work collaboratively with various departments and team members to achieve organizational goals.
- **Technical Proficiency:** Proficiency in using membership databases, CRM systems, MS Office, and other relevant software tools.
- **Sales Acumen a plus:** basic understanding of sales principles and techniques to effectively promote membership and sponsorship opportunities.

3. Personal Attributes:

- Pro-business beliefs that are consistent with the organizational mission, and generally with the positions, of the Colorado Chamber of Commerce.
- Consistently upbeat disposition.
- Professionalism: Demonstrates a high level of professionalism and integrity in all interactions.
- Customer-Focused: A strong commitment to providing excellent service and support to members.
- Adaptability: Ability to adapt to changing priorities and work effectively in a dynamic environment.
- Initiative: Proactive and self-motivated with a strong sense of initiative and the ability to work independently.
- Local Knowledge: Familiarity with the local business community and key stakeholders in the Colorado area is a plus.