



# COLORADO CHAMBER OF COMMERCE

## MEMBERSHIP DEPARTMENT COORDINATOR

February 25, 2019

**Job Purpose** – support the effectiveness of the Membership Department, particularly the senior vice president, by performing tasks that facilitate getting new members and retaining existing members.

**This is a Special Opportunity** – The membership department coordinator, along with performing the duties of the job, engages in many career-enhancing, educational and interesting experiences including: meeting Colorado business leaders, attending meetings during which key business issues are discussed, and attending large events with notable business and political speakers.

### ROLES AND RESPONSIBILITIES

#### Membership Sales Support

1. Make/schedule appointments with senior executives of prospective member companies. ***This function is more important than all the rest combined and is critical to job success.***
  - a. Use effective follow-up, research and creative thinking to accomplish.
  - b. Proactively keep the pre-call pipeline full.
  - c. Call identified prospective members or assistants to coordinate meetings
  - d. Coordinate and schedule meetings with small and large groups of prospective and current members, sometimes including members of the CACI team.
2. Retention: Make/schedule appointments with key current members and CACI SVP.
3. Confirm appointments; reschedule, get directions, etc. for updated and effective use of time.
4. Draft and send communications as needed.
5. Create membership packets and keep contents updated.
6. Online research as needed to support effective connection with members as needed.
7. Misc. projects and duties as assigned.
8. Assist with small event organization.
9. Other sales and related support as requested.
10. Assist Events Department as needed, generally in the several days leading up to an event. Duties might include calling sponsors for lists of attendees, coordinating in-kind donations for guests, making name tags, assisting with errands, event setup, check-in, and more as asked.

#### Required Traits

1. ***Will be happy*** calling identified potential members and their assistants to set meetings. Email is used to support and follow-up, and ***calling*** is primary.
2. Confident with pleasant demeanor; upbeat and helpful.
3. Wants to be part of a membership organization that supports business.
4. Loves to effectively manage details; happily accepts tasks assigned and proactively seeks them.
5. Technologically adept, eager user of technology; up-to-date and self-reliant.
6. Reliable and trustworthy.
7. Exceptional verbal and written communications skills and excellent grammatical usage.
8. Proactively supportive of SVP, keeping him on task in a supportive manner.
9. Driven to complete needed tasks effectively and on time.
10. Stays focused on task at hand. Social with other team members in moderation.