

Investor (Member) Services Coordinator

The Coppell Chamber of Commerce brings area businesses and civic leaders together to promote growth and create business opportunity in our area.

Opportunity

We are currently seeking a highly organized Member Services Coordinator with strong communications and organizational skills to manage Chamber membership accounts, grow member engagement through participation in events, committee involvement and/or support members' use of marketing resources and opportunities which can include solicitation and coordination of sponsorships with the ultimate goal of attracting and retaining memberships.

This position is also a support position for the Chamber President and CEO as needed.

Essential Duties & Responsibilities

- Establish goals with the Chamber CEO on membership retention, new member referrals, event assistance, member event attendance and volunteer management.
- Work on assigned members' engagement plans. Manage the members' experience which will consist of pre-planned interactions with members that include on-boarding, care calls, occasional focus groups, and event attendance to maintain consistent communication, engage members in Chamber activities and achieve membership retention.
- Ensure the renewal of assigned member accounts and assist with collection of annual investments as needed.
- Track assigned members' experiences, relevant affiliations and keep member data current via the Chamber database ChamberMaster.
- Understand and stay current with Chamber products, services and/or programming; including the Chamber's Leadership Councils and Action Teams.
- Market Chamber products and services including event tickets, exhibit booths, ribbon cuttings, mailing lists, Affinity programs, E-bid and sponsorships.
- Identify trends and solicit input from members to provide ideas for new products, services and/or programming that address member needs, increase retention and/or cultivate new sponsors.
- As necessary, act as the liaison for certain Programs & Events sponsorships by assigned. Facilitate communications, securing logos and sponsorship benefits fulfillment.
- Attend and assist with execution and networking at Chamber Events and Programs (before, during and after hours).
- Assist the President and CEO with scheduling of member and other meetings as needed.
- Serve as Chamber lead to our Ambassador Program, responsible for planning and coordinating the activities this group of volunteer Chamber leaders

dedicated to recruiting, welcoming, and retaining Chamber members. Develop programs and incentives to motivate the Ambassadors to participate in Care Calls, New Member Sales and past dues calls.

- Answer incoming calls to the Chamber and direct inquiries to staff as appropriate.

Job Specifications & Requirements

- Chamber of Commerce experience is preferable.
- Two or three years of experience in account management, marketing, development, events or sales
- Creative, professional, independent and detail-oriented with an excellent work ethic
- Strong written and oral communication
- Superb customer service and initiative
- Preferred software knowledge (i.e., Word, Excel, Outlook, PowerPoint) and familiarity with data management, i.e. ChamberMaster.
- Must be well organized and friendly, with the ability to multi-task in a high-energy environment.

Work Conditions/Physical Demands

The Investor Services Coordinator works in a typical office environment. On a standard work day, the majority of time is spent sitting at a desk, using the computer and speaking on the phone. However, on a regular basis, the Investor Services Coordinator will be required to attend Chamber events or related outside meetings/events on behalf of the Chamber. These meetings/events may take place outside of regular business hours and outside of center city Coppell.

Application Instructions

The Chamber offers its employees a dynamic, fast-paced environment with competitive salaries. Qualified candidates should submit a cover letter, resume and the names/contact info of three professional references to upload with the application. Applications that fail to fulfill this requirement will not be accepted.

Please submit applications to coppellchamber@gmail.com ATTN Membership/Investor Services