

JOB DESCRIPTION

JOB TITLE:	MEMBER SUCCESS SPECIALIST
DEPARTMENT:	MEMBERSHIP
REPORTS TO:	DIRECTOR, MEMBER DEVELOPMENT
WAGE:	NON-EXEMPT

As a Member Success Specialist, retaining and satisfying our member needs are the most important goals. The Specialist, reporting to the Director of Member Development, is first and foremost responsible for the first 90 days of the member's journey, tasked with onboarding, benefits usage, and review. This team works as the post-sales support and creates success plans for members that will ultimately lead to membership renewal at the end of the year. Additional touchpoints to all members throughout the year are recommended to ensure successful engagement of members.

RESPONSIBILITIES

- Schedule onboarding meetings during which new members are educated about best use of their directory listing, the adoption of chamber benefits and how to engage in areas that best support them, ultimately resulting in the retention of members by providing guidance and touchpoints during the first 90 days of the member's journey
- Continue to foster retention of members through engagement touchpoints at 3 - 6 - 9 months.
- Partner with the Business Development Executives during benefit reviews to ensure member is utilizing all benefits in their package
- Handle ad-hoc requests from members, updating member profile information and keeping the database up to date
- Measure progress that members are receiving the maximum value from their membership by utilizing internal reports on current benefits usage
- Develop an understanding of typical member challenges and guide the leadership team to enhance communication and potentially produce additional offerings
- Contribute thought leadership and best practices, both internally and externally, centered around adoption of chamber benefits
- Use Chamber CRM to document all member communications
- Build strong relationships with members and search for opportunities to exceed expectations
- Respond to member inquiries in a professional and prompt manner
- Support Ambassador committee with Business After Hours events co-hosted by the membership team and the Ambassadors
- Assign Ambassadors to new members at onset of membership to ensure strong connections with other members
- Support Member Orientation events by facilitating virtual meeting component, welcoming new members, coordinating program and ensuring proper follow up

- Attend all chamber events where support and assistance is needed. Ability to assist with moderate lifting, transporting and set up of items
- Assist other departments within the Chamber in the spirit of collaboration with other duties as assigned

JOB SPECIFICATIONS

- Demonstrated professional competence in customer service disciplines
- Experience with sales management systems, marketing, and skills in building, presenting, and selling a value proposition
- Strong skills with virtual meeting set up, administration and support
- A team player; builds a shared vision with others; influences others to translate vision into action
- Contribute to a culture that fosters high standards of integrity, ethics, fairness and a sense of responsibility and commitment
- Strong listening, negotiating, written and verbal communication skills, ability to create and deliver compelling presentations, tailored to key audiences
- Anticipates and meets the needs of members and volunteers; ability to relate well with people and groups, taking into consideration the breadth and diversity of the Chamber's business membership and volunteer leadership
- Lives the concept of personal responsibility and holds self and others accountable; can be relied upon to ensure that projects are completed in a timely manner and within budget
- Drives change, behavior and work methods in response to new information, changing demographics, conditions or obstacles, and can adjust priorities to anticipate and respond to pressing and changing member demands
- Creates buy-in: persuades others; builds consensus through give and take; and facilitates "win-win" situations
- Demonstrates keen problem solving abilities; puts into action, novel, creative and smart-thinking plans

January 2025