



Position: Member Engagement Manager

Position Summary:

Engage Chamber members in sponsorship, advertising, and other Chamber products and services utilizing the Chamber's comprehensive investment toolkit. Develop and maintain relationships to ensure satisfied and engaged members.

Directly responsible for the onboarding and engagement of new members as well as working with existing members to connect to event and program sponsorships, advertising, and other Chamber products/services.

Work independently in the sponsorship renewal role while working with the Membership Recruitment Manager and entire Membership Team to reach membership sales, retention, sponsorship, and advertising goals.

Duties and Responsibilities:

Member Onboarding, Engagement, and Retention

- Responsible for the management and execution of the Chamber's Member Engagement Plan and Member Renewal Plan
- Lead and coordinate the member onboarding process including member orientation (Chamber Journey), communications and social media promotion.
- Create and provide engaging membership experiences through Networks and Events such as Business Development Network, Ambassadors, and Business After Hours.
- Coordinate, execute, and share business celebrations such as ribbon cuttings, grand openings, remodel, rebranding, or milestone anniversaries.

Committee & Network Oversight

- Recruit, train, and retain members of the Ambassador Committee in conjunction with the mission of this committee.
- Lead the Ambassador committee and keep them engaged by providing benefits in exchange for their volunteer time.

Member Engagement Manager
April 2024

- Oversee and lead Collaborate weekly meetings and routinely engage with Collaborate participants, including management of the Collaborate Facebook group.
- Direct the Business Development Network including selecting topics, coordinating logistics (speakers, venue, meals, etc.), program scheduling, Network recruitment, maintaining group database, and communicating with group.

Comprehensive Investment Opportunities

- Utilize, review, and adjust the Chamber's annual comprehensive investment toolkit with the Chief Operating Officer and President/CEO to outline investment opportunities and demonstrate value to the members.
- Develop, track, and review customized investment packages for Major Investors and other members as requested.
- Meet or exceed annual sponsorship goals by selling or retaining event, program, and network sponsorships.

Membership Services

- Routinely review member status changes; recommend changes as needed.
- Actively participate with Membership Team to identify methods to continuously improve existing systems and develop new methods where appropriate (e.g. application process, collection of missing data, adherence to retention policy, etc.)
- Assist with dues collection efforts through phone calls, email, and mail.

Member Migration

- Meet or exceed annual migration goals.
- Analyze existing membership for potential upsell opportunities to enhance their benefits and become further engaged in community priorities.

Membership & Data Management

- Understand and utilize membership software, including database entry and management of member records.
- Conduct data analysis to identify patterns of membership participation.
- Assist in accounts receivable collections.

Project Management and Team Collaboration

- Assist in the management and day-to-day operations of special projects as assigned.
- Work collaboratively with the Membership, Communications, and Finance teams to meet membership recruitment, retention, and financial goals.

General

- Operate within the organizational marketing plan and budget.
- Integrate technology and other innovative methods into sales presentations.
- Professionally represent the Billings Chamber of Commerce in local, regional, and national settings.
- Respond in a timely manner to member inquiries regarding publication listings, benefits, events, and dues.
- Prepare and submit all reports in a timely manner.
- All other duties as assigned.

Qualifications:

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| Skills | <ul style="list-style-type: none">• Excellent interpersonal skills required. A high degree of poise and tact to represent the Billings Chamber with all members, board members, volunteers, and general public.• Outstanding communication skills, written and verbal, required. Dynamic, engaging, and organized presentations to groups of all sizes.• Excellent organization, proficient computer skills and accurate record keeping are critical.• Proficient in MS Office Suite (or willing to become proficient in) Word, Excel, Outlook, and PowerPoint applications.• High level of professionalism. Willingness to work with diverse groups.• Self-motivated. Ability to work independently allowing the organizational and initiation of tasks to occur in a dynamic environment. |
| Qualifications/Experience | College degree or equivalent experience in professional sales or business development (three years minimum, five preferred). Proven track record in sales, fundraising, and customer service. |
| Compensation | Base salary depending on experience; generous commission for all sales; bonuses for successful achievement of goals; all to be outlined in annual compensation agreement. |
| Annual Accountability Measures | Reaching or exceeding predetermined migration, sponsorship, and new member goals. |

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| About Us | <p>The Billings Chamber is committed to moving our community forward. As a staff, our Team Promise is to passionately deliver each of these values to our community and our members... Always: WOW Factor; Innovation; Knowledge; Integrity; Leadership; Laughter!</p> <p>We are committed to a more diverse and inclusive community for a stronger economic future. We believe that every individual has a right to live and work in an environment free of inequality, injustice, intolerance, prejudice, or systemic restrictions.</p> |

Position Specifications:

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| Reports to: | Chief Operating Officer |
| Classification/Hours: | Exempt, regular, full-time |
| Benefits: | Medical, dental, vision insurance – 75% employer paid premium; life, and long-term disability insurance; Paid Time Off; Flexible spending accounts; paid holidays and floating holidays; 401(k) 3% employer contribution & up to 4% match (must meet eligibility requirements). |

Application Process

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| Required Materials: | Cover letter, resume, three professional references |
| Send to: | Human Resources PO Box 31177, Billings, MT 59107 jennifer@billingschamber.com |