

Membership Services Coordinator

Clovis/Curry County Chamber of Commerce
Clovis Industrial Development Corp. (CIDC)

The Membership Services Coordinator is responsible for membership sales, membership retention and providing excellent service and support to Chamber and CIDC members throughout the life of their membership, execute membership retention efforts and regular member outreach calls and emails. This position has frequent interaction with members, prospective members, chamber staff, public officials and the general business community.

Education Requirement:

- Bachelors' Degree in Business Administration or equivalent with three years related experience or equivalent combination of education and experience
- Required one year sales experience and one year marketing experience

Requirements:

- Exceptional customer service skills
- Excellent written and verbal communication skills and proven sales skills
- Ability to learn and master our internal membership database (ChamberMaster)
- Detail oriented with strong organizational skills and the ability to handle multiple assignments simultaneously
- Flexibility to handle frequent changes and rescheduling
- Working knowledge of MS Office suite software (Word, Excel, PowerPoint and Publisher etc), Adobe products knowledge preferred.
- Flexibility with schedule and ability to meet unusual or long hours as needed
- Team player and collaborative worker
- Understanding and working knowledge of social media tools

Primary duties include but are not limited to:

- Manage all aspects of membership sales
- Manage all aspects of Shop Local Campaign/Retail Committee Activities
- Provide staffing support for all assigned chamber and CIDC committees
- Provide staffing support as needed at Chamber Board meetings
- Maintains and develop strong relationships with current members to encourage participation
- Maintain strong working relationship with Chamber members and volunteers

- Maximize the potential of ChamberMaster (membership database)
- Assist with member billing and accounts receivable payment entries into ChamberMaster database
- Provide monthly membership report to Chamber Executive Director
- Contact members in regard to delinquent dues and non dues revenue
- Work with the administration staff to ensure accurate billing
- Work with Executive Director to ensure timely distribution of membership packets, committee assignment opportunities and information.
- Contact members throughout various points in their membership with the goal of increasing member involvement and member retention
- Meet or exceed daily, weekly and monthly retention and new member goals (70% of time will be on sales and retention)
- Serve as point of contact for scheduling and coordinating member Ribbon Cuttings
- Maintain Database with updates, as received from members
- Experience with Constant Contact, Adobe Illustrator, InDesign, and Photoshop is a benefit.
- Send welcome emails to each new member
- Assist with the retention of members through execution and tracking of the membership retention plan
- Develop and distribute a monthly membership newsletter
- Support chamber's social media strategy with regular Facebook, LinkedIn and Twitter postings
- Support New Member Orientations by reaching out to engage new members and follow up on their needs post-event
- Participate in membership programs & events as needed and requested

Other Duties as Required

- Perform other duties as necessary or identified
- Provide coverage for front desk, as needed (breaks, lunch, days off, etc.)
- Follow up with requests from Chamber Partners
- Must be able to work early morning hours, after hours and on weekends as needed for events or activities

Physical Demands:

- Must be able to drive to locations.
- Must be able to lift up to 40 pounds and setup tables and chairs etc for meetings and events.

Job Type/Salary

- Full Time Job/ 40 hours per week
- Salary Commensurate with experience

Position open until filled.

First round candidates applications due by November 18th.

**NO PHONE CALLS ALLOWED,
QUESTIONS CAN BE DIRECTED TO ap@clovisnm.org**



How to Apply:

Please e-mail the application package to ap@clovisnm.org or mail the application package to

Membership Coordinator Search
Clovis Chamber/CIDC
PO Box 930
Clovis, NM 88102

No phone calls please, If you have any questions, please email the questions to ap@clovisnm.org.

Application package must include the following:

- 1) Cover Letter addressed to Membership Coordinator Search Committee
- 2) Resume
- 3) Salary History (Last three jobs)
- 4) 3 letters of reference/support
- 5) List of employment references with address, email and contact numbers
- 6) Copy College Transcript

Incomplete applications will not be considered.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibility from time to time, as needed.