



Lincoln Park Chamber of Commerce
Position Announcement - Director of Business Services

Position: Director of Business Services

Classification Status: Full-time position with occasional evening and weekend hours (Exempt)

Compensation: Commensurate with qualifications and experience

Start Date: February/March 2019

To Apply: Please send cover letter and resume to jobs@lincolnparkchamber.com.
No phone calls please.

Summary: Under the direction of the President of the LPCC, the Director of Business Services oversees all membership attraction, engagement, retention and sales activities while serving as a resource for Lincoln Park businesses.

Responsibilities

Membership

- Serve as primary point of contact for 500 business members
- Create and maintain strong rapport with all members to be their go-to business resource in the Lincoln Park community
- Solicit new members through prospective member visits and outreach to grow membership
- Onboard new members to LPCC services and offerings
- Retain members through cultivation, such as annual member visits, reviewing membership benefits and regular communication
- Manage and execute Membership Attraction and Retention plan
- Oversee membership renewal process and follow up with past due accounts
- Execute and grow new member benefits and services
- Manage Ambassador Committee of 10+ volunteers
- Conduct annual membership survey to all members and use findings to enhance membership services

Business Support

- Welcome all new businesses to the neighborhood
- Connect businesses with resources, programs and other members
- Create and maintain partnerships with business resources (Small Business Advocacy Council, Alderman's Offices, etc.)



Sales and Advertising

- Secure annual advertisers for e-newsletters and website to meet annual budgets
- Update and maintain current advertising contracts
- Secure annual LPCC sponsors at Silver, Gold and Platinum level
- Fulfill sponsorship benefits through consistent communications

Other

- Attend all LPCC events and activities
- Attend member events, grand openings, etc.
- Attend community and neighborhood association meetings as LPCC representative
- Coordinate other projects or activities as directed by the LPCC President

Qualifications

- Strong commitment to the mission of the LPCC and helping Lincoln Park businesses
- Bachelor's degree (required)
- Must have own transportation (required)
- Familiarity with or residence in the Lincoln Park area
- Three or more years of work experience in sales, recruiting or membership
- Experience working or volunteering in a nonprofit organization (preferred)
- Excellent customer service skills for working with various groups including business members, community members, board and staff, and others
- Flexible, adaptable and able to effectively prioritize tasks
- Excellent written and verbal communication skills
- Candidate must be organized, a self-starter, able to meet deadlines and work independently to accomplish goals
- Understands cultivation and has an enthusiastic approach to projects and responsibilities
- Able to work in collaboration with a small, creative, entrepreneurial team

About the Lincoln Park Chamber of Commerce (LPCC)

The LPCC is a non-profit organization that supports and celebrates the Lincoln Park neighborhood, helping to make it a thriving destination to live, work and play. Since 1947, the LPCC has assisted businesses with gaining exposure, finding new customers, creating new partnerships and staying knowledgeable about issues and challenges affecting their business. By offering resources, referrals and community events, the LPCC is a useful tool and guide for the entire Lincoln Park community. Learn more at lincolnparkchamber.com.