



Now Hiring: Membership Development Specialist

Aspire Johnson County is seeking a relationship-driven sales professional to grow chamber of commerce membership and strengthen member retention. This position offers the opportunity to meet business leaders, connect them with valuable resources and relationships, and contribute to the success of a growing business community.

The Membership Development Specialist combines active business development with community engagement. The position regularly connects with prospective and current member investors through telephone calls, email, individual meetings, networking opportunities, and Aspire events. Because successful sales often require multiple contacts, candidates should be comfortable leaving voicemails, following up consistently, and building relationships over time.

This role is well suited for someone who enjoys initiating conversations, learning about businesses, connecting people with one another, and turning relationships into results. Performance is guided by clearly defined prospecting, sales, renewal, and revenue goals.

We are looking for someone who is confident, self-motivated, organized, and genuinely interested in helping businesses succeed. The successful candidate will possess strong communication and customer service skills, professional persistence, attention to detail, and experience maintaining customer information in a CRM system.

Candidates should have two or more years of demonstrated success in sales or another goal-oriented relationship development role. Relevant experience may come from chamber or association membership, banking, recruiting, fundraising, media or hospitality sales, account management, business development, or another field that requires building relationships and achieving measurable goals.

This is a full-time, office-based position that includes frequent travel throughout Aspire's service area for prospect meetings, member visits, networking activities and Aspire events. Regular hours are Monday through Friday, 8 a.m. to 5 p.m., with occasional early-morning and evening responsibilities.

About Aspire Johnson County:

Aspire Johnson County, doing business as Aspire Economic Development + Chamber Alliance, drives economic development and business success in Johnson County and southern Indianapolis. Aspire serves as Johnson County's local economic development organization and chamber of commerce, working to attract, retain, and expand businesses while providing valuable services, advocacy, and connections to entrepreneurs, small businesses, and large corporations. The organization serves one of Indiana's fastest-growing counties within the dynamic Central Indiana economy.

Compensation and Benefits:

This position offers a base salary of \$48,000 to \$50,000, based on experience, plus commission and performance bonuses. On-target earnings are approximately \$70,000 in the first full calendar year. Benefits include dental, vision, and life insurance; a contribution toward an individual health plan; a 401(k) with employer match; paid time off; and holiday pay. Benefits are subject to the new-hire introductory period.

To Apply:

Email your resume and a brief explanation of how your experience has prepared you to build relationships and achieve sales or revenue goals to Angela Vandersteen at Careers@AspireJohnsonCounty.com. Questions may be directed to Angela at that email address or 317.888.4856.



Staff Team Position: Membership Development Specialist

Job Summary and Responsibilities

The Membership Development Specialist generates new membership revenue and strengthens member retention. This hands-on sales position combines consistent outbound prospecting by telephone, email, social media, and in-person outreach with opportunities to meet business leaders, build relationships, and connect members with valuable resources. The specialist also manages a portfolio of current members, helping them use Aspire's services and remain engaged with the organization. This person is an engaged staff team member invested in the success of Aspire and the local economy.

Responsible to: Vice President of Investor Development and Relations

Direct Reports: None.

FLSA Status: Full-time, Exempt.

Primary Responsibilities:

Aspire job descriptions provide an overview of primary responsibilities and may evolve with the needs of the organization and its stakeholders.

Sales and Revenue Development (60%)

- Collaborates with the Vice President of Investor Development and Relations and department staff to develop and execute member recruitment and retention strategies, including prospecting, communications, sales, onboarding, payment collection, and renewals.
- Conducts personal sales efforts to research, identify, cultivate, and close new member investor sales to meet monthly and annual goals. Outreach includes placing daily telephone calls, email, referrals, social media, online research, personal visits, cold calling, mailings, and print materials.
- Conducts personal sales efforts to identify, prospect, and close Aspire publication advertising sales to meet annual goals.
- Manages accounts receivable for membership dues, including making outreach efforts to secure renewals and collect past-due accounts.
- Attends community and networking activities throughout Aspire's service area to represent the organization and develop prospective members.
- Supports other program and revenue goals by referring volunteer opportunities and recommending or selling sponsorships and other non-dues opportunities.
- Tracks quantifiable sales and retention performance measures and maintains reports that communicate progress toward personal, operational, and strategic goals.

Investor Relations and Retention (40%)

- Cultivates relationships with a portfolio of members through regular telephone calls, email, social media, and personal visits to increase engagement, retention, and loyalty.
- Proactively identifies and coordinates opportunities that create value for and among member investors, including sales leads, referrals, purchasing savings, marketing, and talent recruitment.
- Delivers requested member services, including articles, mailing lists, enrollment in savings programs, and referrals to small business resources and coaching.
- Maintains thorough and accurate member records in Aspire's relationship management software.
- Collaborates with department staff to develop and manage member services, including savings programs, marketing, recognition, and business connections. Manages assigned vendor relationships for affinity programs.
- Attends Aspire programs and activities that support member relationships and engagement.

- Strengthens member satisfaction and loyalty by proactively anticipating concerns, managing expectations, responding professionally, and providing flexible customer service.
- Shares information about Aspire's programs, services, strategic initiatives, and public policy work. Supports business expansion, attraction, and retention through internal communication and referrals.

Required Position Skills and Demonstrated Abilities:

Equivalent combinations of education and experience that provide the necessary skills and abilities will be considered.

- Two or more years of demonstrated success in sales, business development, fundraising, recruiting, account management, or another goal-oriented relationship development role.
- Strong organizational and time-management skills, attention to detail, and the ability to prioritize work to achieve results.
- Ability to understand customer motivations and preferences through active learning and apply those insights to relationship management, retention, sales, and problem-solving.
- Strong written and verbal communication skills, business professionalism, and the proven ability to present ideas, negotiate, and positively influence others.
- Ability to build collaborative relationships with diverse stakeholders through diplomacy, active listening, and respect.
- Experience using CRM software or client portfolio management systems.
- Intermediate or higher proficiency with Microsoft Word, Excel, Outlook, and Teams.
- Relevant education, professional training, or equivalent experience demonstrating the skills needed to succeed in the position; a bachelor's degree in business, marketing, or related field is preferred but not required.

Additional Requirements:

- Abides by all organizational policies and procedures.
- Maintains a valid driver's license, reliable transportation, and proof of insurance. Frequently works away from the office to prospect members and attend meetings and events.
- Occasionally works outside regular business hours.
- The physical demands of this position, including sitting, standing, or walking for extended periods, and operating office equipment, are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.