



JOB DESCRIPTION

JOB TITLE: Membership Engagement Coordinator	DEPARTMENT: Membership
EXEMPT: No	REPORTS TO: President/CEO
DATE: 2021	Part-Time/Full-Time Opportunity

Summary: Contact potential members of the Gilroy Chamber of Commerce by cold calling, generating sales leads, responding to sales inquiries to secure new and increased business accounts to meet established sales goals including membership, sponsorship and advertising sales goals.

Minimize Chamber member drops by consistently contacting all Chamber members quarterly through phone calls, emails and member personal visits. Ensure members are satisfied with products and services.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

I. Administrative Duties and Responsibilities:

- a) Promotes integrity of Gilroy Chamber of Commerce and its services by personally providing members with knowledgeable, courteous, and prompt service at all times.
- b) Develops relationships with existing and potential members through personal contact, email, and phone contact.
- c) Researches and contacts potential new geographic and untapped member markets, making exploratory contacts, or through existing member and trade organizations. Follows up on leads.
- d) Researches and provides accurate information to members regarding proper Chamber service and accommodation offerings.
- e) Presents accurate proposals and quotes to prospective customers.
- f) Oversees projects to completion; resolves resource constraints.
- g) Responsible for keeping member records, updating changes in CC-Assist (database) and ensuring accuracy of all member contact information.
- h) Specifically monitor Nextdoor posts and respond to inquiries regarding Gilroy businesses and provide information pertaining to Chamber members.
- i) Work closely with Chamber's Community Relations Coordinator to coordinate ribbon cuttings, mixers, open house events and Chamber Breakfast, etc.
- j) Maintain a positive working relationship with team members and management in a team environment.
- k) Perform all other duties as assigned.

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General Job Performance Standards

Employees must meet the following general job performance standards:

Educational Minimums

College degree or equivalent experience.

Planning and Organizing Work

Sets clear objectives and priorities, establishes courses of action, organizes tasks and schedules, and allocates resources to accomplish goals and objectives on or ahead of schedule. Well organized and motivated to produce superior results.

Problem Solving

Identifies and defines problems, properly selects and analyzes relevant facts to reach sound conclusions. Recommends timely and viable solutions. Able to make judgments and decisions that are logical, and clear which consider and reflect all available facts and information.

Job Commitment

Shows initiative in willingly accepting responsibility. Performs expected and unexpected tasks, demonstrates tenacity in completing tasks. Willingly exerts extra effort when necessary to get the job done without being directed to do so.

Qualification Requirements

3-5 years of successful sales and customer service experience.

Computer Skills

- Must be computer literate with personal computers. Must have Word, Power Point and Excel skills. Must have the ability to quickly learn specific software.

Language Skills

- Excellent communication skills; ability to respond to inquiries from the public, co-workers, and business affiliates. Ability to read and write memos and correspondence that conform to prescribed style and format. Ability to effectively present information to customers, management, co-workers, and contractors.
- Bi-lingual (English/Spanish) preferred.

Leadership Skills

- Well organized and motivated to produce superior results, with good communication and attention to details.

Mathematical Skills

- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Understanding of and ability to perform job cost estimating, budget variances, productivity measures, and Event/Project profitability.

Reasoning Skills

- Ability to define problems collects data, establish facts, and draw valid conclusions.

Physical Demands: physical demands described here 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.

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- While performing the duties of this job, the employee is regularly required to talk or hear. Employee is frequently required to sit; stand; walk; use hands to finger, handle, or feel objects, tools, or controls. Employee is occasionally required to reach with hands and arms; climb or balance; stoop, kneel, or crouch.
- Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment: work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee occasionally works near moving mechanical parts and is occasionally exposed to the risk of environmental hazards.
- Noise level in the work environment is usually moderate.

Travel:

- Travel as required to customer and prospective clients' homes or businesses.
- Must have clean DMV and provide evidence of insurance coverage.