

**Greater Bartow Chamber of
Commerce
510 N Broadway Ave.
Bartow, FL 33830
863-533-7125**



Submit Cover Letter and Resume to Careers@bartowchamber.com

POSITION: Membership Engagement Coordinator
JOB STATUS: Full Time, Hourly
REPORTS TO: Executive Director
PAY: \$20-\$22 Hourly DOE
BENEFITS: Paid Time Off & 401K

SUMMARY OF DUTIES: The Membership Engagement Coordinator is responsible for Bartow Chamber membership recruitment and retention; updating and maintaining all chamber members profiles in the database, coordinating outreach with members to develop relationships with both new and existing members to facilitate maximum chamber participation and satisfaction, and actively seeks to increase value-added programs and events to generate a higher return on investment for members.

Individual must be self-motivated, results-oriented with a positive outlook and a clear focus on high quality customer support; possess excellent time management skills; credible, and comfortable dealing with a broad spectrum of business industries and people and able to collaborate with staff and partners effectively.

Responsibilities include, but are not limited to:

- Keep members' information up to date and input new members in Chamber database.
- Manage accounts by sending invoices, past due invoices, and risk of drop notices in a timely manner.
- Set appointments and meet with primary contact of all business within the first year of employment to establish, maintain and grow business relationships with new and current membership and facilitate maximum chamber participation and satisfaction.
- Be responsive to member issues, concerns, questions and match them with other member referrals/business introductions or staff as needed.
- Ensure complete and thorough documentation of all customer interactions and membership processes within the Chamber database.
- Facilitate Membership 101 meetings to promote member engagement and provide information on how best to access Chamber services, enhance networking among members, and assist members in taking full advantage of their membership.
- Assist in the development and execution of membership retention plan, including communication/contact with members throughout the year, drip emails, customized promotion of Chamber services, personal visits, and collection calls as necessary.
- Work with marketing coordinator to create renewal and new member thank you letters, and mail appropriate inserts as directed (window decals, etc.).
- Assist with delivery of roses for anniversaries.
- Assist in administering programs to reach a wider membership base and achieve more visibility and involvement by assisting in establishing and solidifying relationships with new and existing partners.
- Assist in increasing value-added programs and events to generate a higher return on investment.

**Greater Bartow Chamber of
Commerce**
510 N Broadway Ave.
Bartow, FL 33830
863-533-7125



- Attend members' events outside of chamber events.
- Assist with the following programs:
 1. Chamber Ambassador Program
 2. Engage Young Professionals Program
 3. Ribbon Cuttings
 4. Business After Hours
 5. All other Chamber Events

The Membership Engagement Coordinator may work some weekends and a non-traditional work schedule, including overnight travel; attending conferences and or training. Performs other related duties as required.

PHYSICAL FUNCTIONS: Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing, and/or pulling of objects and materials of moderate weight (12-25 pounds).

MINIMUM QUALIFICATIONS:

- Bachelor's degree in marketing, general business or related field of study; or equivalent experience.
- Previous chamber or sales experience preferred.
- Demonstrated success identifying and closing new customer accounts.
- Demonstrated ability to meet and exceed assigned revenue objectives.
- Strong presentation skills, both verbal and written.
- Excellent face-to-face and telephone communication skills.
- Strong demonstrated customer relationship and selling skills.
- Organized, detail-oriented and able to complete tasks efficiently under direction.
- Strong collaborative skills.
- Strong computer skills, familiar with Microsoft Office, and sales management database systems.
- Must have reliable transportation and be willing to use vehicle to visit member businesses and transport event supplies as needed.

Compensation Structure: This is an hourly position with 401K, and time off benefits available after 90-day probationary period.