



**Arcadia Chamber of Commerce
Job Description**

<https://arcadiacachamber.org/>

Job Title: Senior Director of Membership, Engagement & Business Development

Department: Sales and Events

Reports To: CEO

FLSA Status: Exempt

Job Description

The Arcadia Chamber of Commerce seeks a qualified candidate to fill the role of Senior Director of Membership, Engagement & Business Development. This is a frontline position with the primary responsibility of driving membership growth by membership sales, retention, and enhancing member experience. This position is also responsible for the creation, development and oversight/supervision of a sales team that will be developed. You will serve as one of the chamber's faces, promoting its benefits and services to businesses and organizations within the community. This role requires excellent communication and networking skills and a strong understanding of the local business landscape.

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

1. In charge of the management and fulfillment of annual new membership sales and existing member retention targets, which includes outreach to new and prospective members explaining the benefits of membership.*
2. Present the membership budget to the CEO and planning for the following year's goals. Directs sales forecasting activities and sets performance goals accordingly.*
3. Provides data and sales forecasts in materials for production scheduling and material requirements.*
4. Leads sales of sponsorships, which do not apply to membership totals but support the programming of the chamber. Provide input to the marketing materials including fliers, ads, journals, business showcase material, material for website, directory and similar material.*
5. Directs staffing, training, and performance evaluations to develop and improve the inside sales function.*
6. Analyzes and controls expenditures of the department to conform to budgetary requirements.*

7. Assists other departments within the organization to prepare or distribute manuals, product brochures, and technical publications.*
8. Driving force to continually improve member satisfaction and engagement at the chamber.
9. Assists in new product research, customer requirements, and market trends.*
10. Interviews, hires, and trains employees; plans, assigns, and directs work.*
11. Appraises performance, rewards and disciplines employees. Addresses complaints and resolves problems.*
12. Consults with CEO to determine objectives and requirements for events such as meetings, conferences, and conventions.*
13. Coordinates services for events such as accommodations and transportation for participants, facilities, catering, signage, displays, audio-visual equipment, special needs requirements, printing, event security, and other event needs. *
14. Confers with staff at a chosen event site to coordinate details and inspect event facilities to ensure conformity to customer requirements. *
15. Reviews event invoices for accuracy and approves payment and maintains records of event aspects including financial details.*
16. Monitors event activities to ensure compliance with applicable regulations and laws, satisfaction of participants, and resolution of any problems that arise.*
17. Plans and develops programs, agendas, budgets, services, and evaluates providers according to customer requirements. *
18. Hires, trains, and supervises volunteers and support staff required for events.*
19. Attend chamber events, community gatherings, and business functions to promote membership benefits. Leads interactive activities during events.*
20. Gathers feedback and data after an event.*
21. Hosts during an event and problem solves.*
22. Generates and innovative ideas – both for events and event promotion.*
23. Performs other work-related duties as assigned.

Supervisory Responsibilities:

As the organization expands, manage one to two staff members in the Sales and Marketing Department. Is responsible for the overall direction, coordination, and evaluation of these units. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public. Bilingual preferred (English and Mandarin).

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have general knowledge of word processing software, spreadsheet software, Excell, Corel Draw, Photoshop, Wordpress, Atlas, Constant Contact, social media (Facebook, Instagram, Twitter, LinkedIn, etc.), and Zoom.

Education/Experience:

Two to four years related experience and/or training; or equivalent combination of education and experience or Bachelor's degree (B. A. / B. S.) from four-year college or university.

Certificates and Licenses:

- Valid driver's license

Knowledge, Skills, and Other Abilities:

- Demonstrated ability to effectively interact with people of diverse socioeconomic, cultural, disability, and ethnic backgrounds.
- Service oriented style with professional presentations skills.
- High-energy motivational leader with an entrepreneurial spirit.
- Effective in providing exceptional customer service.
- Clear concise written and verbal communication skills and comfortable with public speaking.
- "Excellent organizational, interpersonal, and administrative skills with the ability to improve the bottom line.

Physical Demands:

The 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.

While performing the duties of this job, the employee is regularly required to use hands, reach with hands and arms, and talk or hear. The employee is frequently required to stand, walk, sit, climb, or balance, and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, ability to adjust focus, and ability to see color.

Work Environment:

The 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 is frequently exposed to outdoor weather conditions. The noise level in the work environment is usually moderate.

This position is salaried, full time and not an independent contractor, however bonus(es) may be awarded at the discretion of the board. Mileage, cell phone (fixed amount), internet (fixed amount) expenses will be reimbursed based on approval of the CEO.

Salary Structure- \$66,560 -\$68,000 annual salary depending on level of experience. Benefits package offered.

To apply send cover letter and resume to karen@arcadiacachamber.org

Start Date: As soon as possible