



## **Job Description**

### **Member Relations Manager**

#### **Organizational Background**

Dakota County Regional Chamber of Commerce is committed to building a stronger regional business community. We steadfastly serve the cities of Egan, Farmington, Lilydale, Mendota, Mendota Heights, Rosemount, Sunfish Lake, and West St. Paul, along with Castle Rock, Empire, Eureka, and Hampton Townships. For nearly 60 years, your Chamber has worked to improve members' success through advocating public policy, providing networking and professional development opportunities, and encouraging economic development.

#### **Our Mission**

Dakota County Regional Chamber of Commerce is the influential voice to champion economic growth for business.

#### **Position: Members Services Manager**

The Member Relations Manager is responsible for the sales of new memberships within the Dakota County Regional Chamber of Commerce as well as retention of existing members. This position implements strategic direction for the organization's growth within the membership area. The Member Relations Manager will develop and direct the annual planning within the department relating to membership growth and retention. The position reports directly to the Chamber's president.

#### **Responsibilities**

- Contact, acquire and sell new Chamber memberships to businesses and organizations located throughout Dakota County area
- Schedule appointments and personal visits with prospective companies
- Achieve budgeted revenue goals
- Actively seeks new business leads and follows up as appropriate
- Ensure all sales processes are integrated to achieve annual business plan objectives, create brand position, and ensure effective expenditures of resources
- Develop objectives and research-based strategies for prospecting businesses
- Develop research-based strategies for partnerships and assist in the development marketing and sponsorship programs and opportunities
- Provide sales skills training and expertise to the Chamber's staff and volunteers by building, developing, leading and managing various teams capable of carrying out the necessary and expected sales strategies and goals
- Maintain accurate statistics and data on return on investment of marketing programs and efforts, for regular reporting and analysis of sales plan and associated activities and programs
- Develop standardized reports that provide detailed information on the sales life cycle for all membership accounts

- Cultivate relationships in order to upgrade current investment levels with members to higher levels of membership
- Cultivate and maintain an extensive knowledge of all Chamber programs, services, initiatives and activities
- Closely monitor industry trends and local issues impacting the Chamber's membership sales efforts
- Actively support and participate in Chamber events and programs
- Staff liaison to various sales based volunteer committees and task forces including but not limited to Ambassadors, ChamberNets, and Business Owner's Roundtables
- Represents the Chamber in a professional manner
- Perform other job duties as assigned by the president of the organization

### **Knowledge, Experience, and Education Required**

- Bachelor's degree preferred with some experience in sales/marketing; preference to non-profit/association management experience
- Knowledge of sales functions and customer service oriented principles
- In-depth knowledge of sales functions and customer service oriented principles
- Ability to analyze and interpret market research
- Strong interpersonal skills to effectively cultivate relationships with prospects, members, volunteers and community stakeholders
- Experience and success in developing compelling written, oral and visual presentation materials
- Highly organized with ability to prioritize multiple projects
- Ability to communicate effectively to diverse audiences
- Strong ability to work independently and as part of a team in fast-paced, changing environment
- Results-oriented and willingness to be accountability to measurable goals
- Ability and desire to prospect/cold-call new businesses and to upgrade and sell major accounts
- Capable of maintaining sensitive/confidential information
- Must have the ability to foster the values of member relations and quality assurance in customer service
- Proficient in Microsoft Office programs including Outlook, Excel and Word
- Must have/maintain a dependable vehicle with proof of license and insurance

### **Physical Demands**

While performing the duties of this job, the employee is required to work at a desk and computer for long periods of time, is occasionally required to stand. Employee may be required to lift materials of up to 35 pounds.

### **Work Environment**

Majority of duties will be performed in and from the Chamber's office in Eagan during regular business hours. Some travel and work off-site will be required, as well as occasional work on evenings, weekends and/or holidays.

### **Time Commitment**

The average time commitment will exceed 40 hours per week in order to fulfill the duties required of this exempt position.

**Compensation and Employee Benefits**

Salary is commensurate with experience and is structured with annual base compensation in upper \$20's plus commission. Health and dental insurance is provided through a monthly stipend, proportionate to the cost of the employee. Other benefits include paid holidays, personal time off policy and flexible summer scheduling, retirement matching program, reimbursement of business travel, professional development and training. The Chamber strives to provide compensation at market rates when compared to like-organizations.

**Reasonable Accommodation**

It is the policy of the DCR Chamber to provide reasonable accommodations to qualified individuals with a disability who are applicants for employment or employees to perform the essential functions of the job. The Chamber is an Equal Opportunity Employer.

Please submit cover letter, resume and salary requirements to:

Vicki Stute, President

Dakota County Regional Chamber of Commerce

3352 Sherman Court, Suite 201

Eagan, MN 55121

[vstute@dcrchamber.com](mailto:vstute@dcrchamber.com)

Position will remain open until the final candidate is selected. No phone calls please.