



## Job Description

### 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. Explore the many ways we're leading the way to make the Dakota County area the best possible place to live, work, and grow your business.

### Our Mission

Dakota County Regional Chamber of Commerce unites the business community to improve members' success by:

- Advocating public policy
- Providing networking and professional development opportunities
- Encouraging economic development

### Position: Membership Services Manager

The Membership Services 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 Membership Services 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 of marketing and sponsorship 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
- Responsible for data management of Chamber member accounts as well as others included in the database

- Cultivate relationships in order to upgrade current investment levels
- Supports engagement and collection of renewal accounts and targeted major accounts as assigned
- Assists Chamber members in taking full advantage of their membership including participation, engagement (attendance and volunteerism) and retention in the Chamber
- 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 in marketing, journalism, communications, business, or related field
- Minimum of two years of experience in sales/marketing positions with preference to experience working in the chamber of commerce/association management industry
- 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
- Ability to organize, plan and prioritize workload involving multiple projects at one time
- 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 sit at a desk and computer for long periods of time, is occasionally required to stand; use hands to finger, handle or feel; reach with hands and arms; stoop, kneel, crouch and/or crawl. May be requested to lift materials of up to 35 lbs. Specific vision abilities required include reading computer screen and written documents; close vision, color vision and ability to adjust focus. Communicate via verbal, audible and written means.

### **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 minimal base and 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, 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.