

## **West Chester ▪ Liberty Chamber Alliance**

### **MEMBERSHIP DEVELOPMENT COORDINATOR**

The West Chester ▪ Liberty Chamber Alliance is adding to its Membership team. Our award-winning Chamber is a membership-driven organization serving 750 members, close to 25,000 support personnel and over 5000 businesses in West Chester and Liberty Townships and along the I-75 Growth Corridor. We provide leadership and insight that helps create regional economic prosperity and success for our member organizations.

The primary focus of this position is supporting membership retention. Responsibilities include and are not limited to communicating Chamber benefits, identifying avenues of engagement and ensuring membership renewals. The Membership Development Coordinator will provide detailed information on various programs, events, and opportunities for sponsorships offered through the Chamber.

Duties consist of explaining the benefits of membership; helping reach monthly and annual sales goals; attending a variety of meetings and events, which include occasional morning and evening business activities; entering data into a proprietary database. Requirements include excellent written and verbal communication skills; strong people skills; customer service oriented, some clerical duties, computer proficiency and knowledge of the West Chester/ Liberty business community. This position is part-time with a base hourly rate, and could be subject to change as need and demands grow for our members. This position reports directly to the Director of Membership Development.

**Job Title:      Membership Development Coordinator**

#### **Position Responsibilities:**

- Establish relationships with Chamber members
- Achieve budgeted retention revenue goals
- Communicates with new business and follows up appropriately
- Maintains knowledge of goals, objectives and services provided by the Chamber
- Remains informed of member benefits, Chamber events, etc.
- Actively support and participate in Chamber events and programs
- Work with other sales team and Chamber members as assigned
- Assists Chamber members in taking full advantage of their membership
- Attends and participates in regular sales/staff meetings
- Clerical and other duties as assigned by the Director of Membership Development
- Learn front desk receptionist responsibilities to support as needed

#### **Knowledge, Skills and Abilities:**

- Strong organization, time management and multi-tasking skills
- Attention to detail and goal oriented
- Flexible work schedule if needed
- Previous sales experience desired
- Exceptional people skills with an outgoing personality
- Must have previous experience with data base management software, preferably ACT
- Proficient in Microsoft office products including Outlook, Excel and Word
- Self-starter with a professional appearance
- Capable of maintaining sensitive/confidential information
- Strong communication skills – verbal, active listening and written
- Can think outside the box to offer new ideas and solutions within a team environment
- Must be a team player that works well in an adapting, ever-changing work environment
- Knowledge of West Chester, Liberty, I-75 Growth Corridor & surrounding communities a plus

*\*Submit resume, cover letter and salary requirements to Yasmen Brown-Jones [ybrown-jones@thechamberalliance.com](mailto:ybrown-jones@thechamberalliance.com)*