



Director of Member Experience

Position Description

Position Title: Director of Member Experience

Position Classification: Full-time/Salary

Position Summary: *The Greater Sioux Falls Chamber of Commerce is seeking a Member Experience Manager to help members receive and take advantage of their full member benefits, while strengthening the Chamber's membership retention rate.*

Reporting Relationship: Vice President of Member Relations

Required Skills/Abilities:

- Excellent interpersonal and customer service skills.
- Ability to work independently.
- Proficiency in Microsoft Office products and database programs.
- Ability to learn Chamber's customer relationship management (CRM) database and become proficient in its use.
- Excellent written and oral communication skills.
- Attention to detail and problem-solving skills.
- Ability to network amongst business community and volunteers.
- Strong organizational and event planning skills.
- Excellent time management skills and ability to multi-task and prioritize work.

Responsibilities:

- Conduct member benefits meetings, including new member onboarding orientations, member follow-up questions which might result in meetings, etc.
- Oversee all higher-level member benefit programs, which include Promoter, Connector, Leader, and Visionary levels.
- Coordinate benefits delivery with help from Chamber staff members. Resolve all benefit-related issues in an effective and timely manner.
- Assist with the organization of events and services associated with benefits.
- Ensure members are kept up-to-date and educated on all available benefits.
- Maintain personable, professional relationships with members.
- Organize benefits and sponsorship packages.
- Solicit sponsorships.
- Execute other duties as assigned.

Education:

- Bachelor's degree preferred.

Physical Requirements:

- Ability to work some early mornings and evenings.
- Prolonged periods of sitting at a desk and working on a computer, with intermittent walking and climbing stairs.
- Ability to lift 20 pounds, while squatting and/or bending.

To apply, **send résumé with cover letter and three references** to hramer@siouxfalls.com. No phone calls please. Interviews and selection will begin after December 9, 2024. Position open until filled.