



Member Relations Coordinator Position Description

POSITION TITLE: Member Relations Coordinator

POSITION CLASSIFICATION: Full-time/Hourly

REPORTING RELATIONSHIP: Director of Member Relations

QUALIFICATIONS

- Excellent interpersonal and customer service skills.
- Strong attention to detail.
- Excellent time management skills and ability to prioritize tasks.
- Basic understanding of administrative and clerical systems.

RESPONSIBILITIES AND DUTIES

- Coordinate ribbon cutting ceremonies.
 - Maintain official ribbon cutting calendar.
 - Communicate with members to schedule events.
 - Execute ribbon cutting ceremony events and serve as photographer as needed.
 - Complete follow up communication with event host.
- Serve as support to the Chamber's Diplomat Committee/assist Director of Member Relations with retention efforts:
 - Organize service & sales packets and committee orientation training books.
 - Distribute membership renewal communications.
 - Maintain records within the organization's Customer Relationship Management (CRM) system – record & track member communications.
 - Prepare and send routine physical membership-related mailings.
 - Execute relationship calls to members and help with the payment process.
 - Serve as Operation Thank You event assistant
- Help to develop and manage budget(s).
- Assist with invoice processing.
- Provide administrative support to team members to ensure efficient workflow.
 - Serve as assistant to Chamber's President/CEO
 - Help to schedule member meetings for Vice President of Member Relations
- Coordinate special projects and perform other duties as assigned.

EDUCATION AND EXPERIENCE

- Post-secondary degree/certification preferred.
- Proficiency in Microsoft Office products.

PHYSICAL REQUIREMENTS

- Prolonged periods of sitting at a desk and working on a computer, with intermittent walking and climbing stairs.
- Able to lift 20 pounds periodically, while squatting and/or bending.
- Hold a current driver's license.

TO APPLY: To apply, send a cover letter, résumé, and list of three references to plund@siouxfalls.com, with email subject line reading "Member Relations Coordinator Application."