



**POSITION TITLE:** Vice President of Member Relations  
**POSITION CLASSIFICATION:** Full time/Exempt  
Occasional early morning, evening and weekend hours  
**REPORTS TO:** President & CEO  
**DATE:** July 2025

To apply, please submit your **full resume** with a **cover letter**.

### **POSITION SUMMARY**

The Vice President of Member Relations is responsible for managing the Chamber's complex and essential relationships with its members and the greater community. This role provides oversight to the leaders of the departments responsible for member sales and retention, communications and marketing, development and delivery of member benefits, and administrative support services. This key leadership position ensures that these functional areas operate efficiently and effectively, with staffing aligned to meet member and organizational needs. The Vice President of Member Relations plays a pivotal role in facilitating communication between the President/CEO and the Chamber's director- and manager-level team members, ensuring alignment and clarity across departments. Additionally, the role collaborates closely with the Chief Financial Officer to ensure accurate budgeting and fiscal planning.

### **REPORTING RELATIONSHIP**

Reports to: President & CEO

### **REQUIRED SKILLS AND ABILITIES**

- Demonstrated energy, passion and commitment to delivering world-class customer service to attract new members and support the retention of existing members.
- Inspirational work ethic and leadership presence that sets a positive example for the Chamber team.
- Proven ability to build and maintain strong, positive relationships with Chamber members, board members, key volunteers, community stakeholders, elected officials and partner organizations.
- Comfortable engaging with individuals across a wide range of industries and career stages—from corporate executives to emerging young professionals.
- Proficiency in Microsoft Office Suite and database management systems.
- Ability to work independently and take initiative.
- Excellent written and verbal communication skills.
- Strong interpersonal and customer service skills.
- Effective time management skills with the ability to prioritize and manage multiple tasks.
- Strong problem-solving skills and keen attention to detail.

## **RESPONSIBILITIES AND DUTIES**

- Serve as the strategic lead for key programming, including ongoing evaluation of program relevance and the development of new initiatives.
- Provide leadership and oversight to directors and managers in marketing and communications, member experience and sales, and others as needed (5–7 direct reports).
- Lead the implementation of the Chamber's new membership investment model, currently in its second year of a three-year rollout.
- Collaborate closely with the President/CEO to conduct sales and retention outreach with high-level Chamber investors.
- Oversee fiscal management of multiple program budgets and ensure alignment with the organization's overall financial plan.
- Actively engage with the Board of Directors and volunteer committees focused on membership sales, retention, benefit delivery, events and professional development.
- Recruit, hire, and support the professional development of team members.
- Perform other duties and assume additional responsibilities as assigned.

## **EDUCATION & EXPERIENCE**

- Bachelor's degree in a field relevant to the responsibilities of the position.
- A minimum of five years of experience in staff supervision and program development is highly preferred.
- Ideal candidates will bring experience in one or more of the following areas: team leadership, nonprofit management, sales, marketing/advertising, and/or agribusiness.

## **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.

## **ABOUT THE GREATER SIOUX FALLS CHAMBER OF COMMERCE**

The Greater Sioux Falls Chamber of Commerce is a dynamic membership organization of nearly 1,900 businesses, organizations, and individuals working together to strengthen the Sioux Falls community. Volunteer leadership and a 17-person staff support members and the broader community through educational and networking events, advocacy efforts and professional development programs with dedicated support for growing businesses, emerging leaders, young professionals and military and veteran organizations. We are guided by five core values: Community, Collaboration, Vision, Connection, and Service.