



The Wrigley Building
410 North Michigan Avenue, Suite 900
Chicago, IL 60611
www.chicagolandchamber.org

Manager, Member Engagement

Chicagoland Chamber of Commerce | Chicago, IL

Reporting to the Senior Vice President of Membership and Corporate Relations, the Manager of Member Engagement is responsible for generating new memberships for the Chamber. The Manager is expected to initiate telephone calls, emails, and meetings to prospect companies in the six-county region and be able to sell Chamber memberships.

The Manager must have the ability to cold call, qualify profile prospects, and close the sale. Additionally, the Manager must have the ability to listen, uncover the needs of a prospect, and communicate how the Chamber can help meet these needs. The Chamber offers memberships to small, medium, and large corporations. The membership Manager is expected to be able to respond to the needs of each size and style of company.

The Member Engagement Manager will also work with other members of the Membership Department in developing and executing campaigns, and will be expected to achieve monthly sales goals, while also striving to enhance the overall member experience and grow the membership in terms of count and dollars.

Essential Duties & Responsibilities

- Make calls to and set appointments with prospective members. This includes cold calls, referral calls, prospecting, follow-up calls and/or memos.
- Qualify leads by obtaining information about the contact and extracting information about the business problems to be solved. Probe beyond the surface level to get extensive detail about the prospect's motivations and business process while responding to their requests for information.
- Prepare sales proposals for prospects which present a menu of opportunity for the company in selecting the appropriate level of involvement with the Chamber.
- Have a working knowledge of all Chamber initiatives, programs, and activities.
- Aggressively prospect companies, especially mid-market, and present a compelling reason for them to join.
- Offer suggestions and feedback on areas of improvement or new ideas in the sales process.
- Work with members and the Chamber to ensure any member concerns are promptly, accurately, and efficiently addressed.
- Provide Senior Vice President of Membership with scheduled, periodic reports on activities and insights gained regarding members.
- Document all client contact and contacts so as to create a lasting record of outreach to the members.

- Assist in communication to members regarding event attendance, council participation and retention.
- Manage the members for retention.

May perform additional duties as assigned

Skills, Knowledge & Abilities

- Minimum of 2 - 5 years of experience in member relations and sales experience.
- Experience as an employee of a nonprofit organization a plus.
- Working knowledge of MS Office Suite programs including Outlook, Word, and Excel.
- Must become fluent in the Chamber's CRM database system to track membership leads.
- Excellent administrative, presentation, verbal, and written communication skills.
- Excellent interpersonal skills, especially in dealing with membership and staff.
- Ability to work independently and as part of a team.
- Familiar with technology to do research.
- Work effectively as a team member to contribute to the efficient work-flow and function of all forums and member events.
- Ability to work non-traditional hours, including early mornings and evenings.
- Must have a passion for the Chamber's mission.

Education & Experience

- Bachelor's degree

Compensation will be a base salary plus commission

About the Chicagoland Chamber of Commerce

The Chicagoland Chamber of Commerce is a nonprofit organization that represents more than 1,000 member companies, which collectively employ 400,000 employees and generate \$24 billion in revenue. The Chamber combines the power of membership with its legacy of leadership and business advocacy to drive a dynamic economy. To learn more, visit www.chicagolandchamber.org.

To learn more or apply for this position, please send a copy of your resume and cover letter to [Sara Barnett](mailto:sbarnett@chicagolandchamber.org), Vice President of Operations, via email (sbarnett@chicagolandchamber.org) and include the position title in the Subject line.