

Associate, Member Resources

Chicagoland Chamber of Commerce | Chicago, IL

Reporting to the Senior Vice President of Membership & Corporate Relations, the Member Engagement Associate provides support and assistance related to the entire Membership team. This includes managing the data base/system activities, including the dues renewal billing process, payment processing, data integrity monitoring, scheduled and ad hoc list and report generation, and other activities as necessary to enhance the success of membership retention, recruitment initiatives and data quality.

This position assists the Senior Vice President and the Membership team in the overall functioning of the department, working closely with other departments to assist them.

Essential Duties & Responsibilities

- Work closely with the Accounting and Marketing Departments in the production of invoices, member renewal billing, letters, member demographic reports and trends
- Assist in planning, supporting, implementing, and documenting all aspects of the membership new and renewal dues processes
- On a daily basis, ensure the accurate and timely handling of payment processing and monthly reconciliation with the Accounting Department
- Assist in developing and implementing processes to support data integrity
- Actively participate in CRM database/system upgrade testing and training and identify, document, and communicate system issues and solutions as they become apparent
- Assist with other data base management and membership projects as required
- Provide day to day support in allocating prospective member queries
- Provide communications to staff regarding new member on-boarding
- Assist in organization of membership division events (i.e., New Membership Orientation, Premier Luncheons)
- Assist in communication to members and sales team regarding event attendance to help drive new memberships and retention
- Strategize with the sales team and other departments to help enhance the overall member experience and Chamber initiatives
- Work closely with the membership sales staff in increasing and securing membership growth and on-going engagement
- Assist Senior Vice President of Membership in overall functioning of the department
- Help the SVP with scheduling and basic administrative duties as needed
- Assist and provide support to sales team; creating, updating, and maintaining essential reports and lists for the production of new leads and retention

May perform additional duties as assigned

Skills, Knowledge & Abilities

- Minimum of 2 - 5 years of experience in member relations
- Experience as an employee of a nonprofit organization a plus
- 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
- Problem analysis and resolution skills at a functional, technical, and tactical level
- Experience with Microsoft Dynamics CRM or an equivalent system; tech-savvy
- Team player with a strong work ethic and the ability to maintain confidentiality
- Proactive, self-starter, able to multi-task and work in a face-paced environment
- Familiar with technology to track member involvement, research issues and update database
- Work effectively as a team member to contribute to the efficient workflow and function of all forums and member events
- Ability to work non-traditional hours including early mornings and evenings
- Passion for the Chamber's mission

Education & Experience

- Associates degree required, BA / BS degree preferred

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.