



Membership Coordinator

Summary

The Membership Coordinator will be responsible for assisting the membership team in the daily operations of relationship management including updating membership information in the database, adding new member information, adding and updating prospect information, member services inbox management – responding to and forwarding members inquiries, preparing materials for membership meetings and ad hoc projects as necessary. The Membership Coordinator will be an integral part of keeping member relationships fresh and active.

Responsibilities

Membership Development & Services

- Monitor and respond to all incoming membership correspondence through the phone, mail, or email in a timely manner
- Run weekly reports on membership data and as requested
- Research senior leadership opportunities for existing members
- Produce (create, proofread, edit) department materials and send communication such as email announcements, one pagers, dues letters, and newsletter updates
- Assist with Webinar programming by corresponding with speakers and producing the presentation
- Coordinate engagement events for Member Service Team
- Manage member services Inbox
- Manage on-boarding process for new members
- Support the Business Development Team in recruitment of new members
 - Research and provide background information on prospective companies
 - Develop recruitment lists and contacts

General Support

- Serve as in-house Chamber Master expert, overseeing Chamber Masters data integrity and ensuring member profiles are accurate
- Act as point of contact for the members' on-line portal
- Assist with new marketing Initiatives
- Attend and support Chamber Events
- Assist with other duties as assigned

Qualifications

- Bachelor's Degree and 1-3 years' experience in business development or customer service
- Ability to multi task and change directions as needed
- Experience with membership databases, and reporting
- High attention to details
- Experience with MS Office and other business software tools
- Excellent interpersonal skills and ability to interact with senior level executives
- Superior time management skills
- Excellent communication and presentation skills

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To apply for this position, please provide a resume and cover letter Maureen Shea Baker:
msbaker@bostonchamber.com.