



POSITION: Director, Member Services

REPORTS TO: President & CEO

POSITION OVERVIEW:

The Chamber's top priority is to support members by providing information, advocacy, connections, and promotion opportunities to help their businesses be successful and profitable. The Director of Member Services is responsible for developing and implementing strategies to enhance member value and increase member engagement through high-quality programming, effective information distribution, and productive business development opportunities, and monitoring public policies that affect the business climate. This position will also lead planning and execution of the Chamber's signature event logistics.

PRIMARY RESPONSIBILITIES:

- **MEMBER SERVICES:** Implement annual plan for member services, value and programming that drives member renewals and increased investment.
 - Includes monthly programs, professional development series, Lunch-n-Learns, and special programming to leverage and maximize resources
- **MARKETING/COMM:** Develop and coordinate comprehensive communications and marketing strategy to promote Chamber programming and value.
 - Includes weekly newsletter, content creation to share on Chamber platforms, and website updates
 - Manage Social Media vendor
- **EVENT MGMT:** Lead planning and execution of all Chamber signature events, managing event budgets, and engaging support of Chamber team and volunteers
- **PUBLIC AFFAIRS:** Support internal efforts to track and communicate public policy efforts that affect the region's business climate.
- **BOARD SUPPORT:** Report Member Services activities and status to the Chamber's Board of Directors on a regular basis.

ADDITIONAL EXPECTATIONS:

- **Mission Focused:** Understand, support and work to advance the Chamber's mission, vision, priorities and programs.
- **Customer Centric:** Build positive relationships with members and stakeholders and provide excellent customer service in all interactions.
- **Change Management:** Willing to consider bold new approaches to achieve goals while remaining conscious of legacy expectations.
- **Sound Judgement:** Make thoughtful, timely decisions based on careful situation analysis that considers organization reputation, stakeholder needs, financial implications, capacity constraints, alternative options, and prior experience.
- **Results Oriented:** Focus on outcomes, anticipate and adjust for roadblocks, prioritize tasks and use time wisely to meet deadlines.
- **Financial Stewardship:** Ensure the effective, efficient use of chamber resources and carefully manage project budgets.
- **Team Support:** Contribute to the success of colleagues and strengthen team culture to advance the Chamber's overall goals. Specifically support to member sales and renewal efforts.



BEAUFORT, SC

REGIONAL CHAMBER OF COMMERCE

QUALIFICATIONS:

- Bachelor's degree in business, marketing, communications, political science or related field.
- At least three years' experience in a member serving organization.
- Highly motivated, accountable and results-oriented.
- Strong verbal and written communications skills.
- Analytical mindset.
- Ability to prioritize and manage multiple tasks with strong organizational skills.
- Ability to set goals and work independently.
- Proficiency in Microsoft Office, specifically in Outlook, Word, PowerPoint and Excel required. Database and graphic design experience helpful. Ability to learn new technology as required.

BENEFITS:

- Working with a staff and board that have a passion for our mission and believe in each other.
- A work environment that empowers individuals to take informed risks and create new programs and services.
- A chance to make contributions to the community and see the results of your work in daily life.
- A competitive base salary and with opportunity for significant performance-based financial incentives.
- A full-time position with opportunity for schedule flexibility based around core office hours.
- Short and long-term disability, life insurance, and 401k contribution (after 90 days) through the ACCE benefits program
- Cell Phone allowance of \$60/month.

CHAMBER VALUES:

The Chamber is a mission-focused, member-serving, non-profit business organization with a mission to promote economic prosperity to enhance the well-being of everyone in our region. We are guided by four core values:

- Integrity: be honest, transparent and do the right thing every time
- Collaboration: seek opportunities to partner and achieve together
- Inclusion: intentionally reach out to stakeholders with diverse backgrounds and perspectives
- Service: warm hospitality and reliable follow through in every interaction