



Job Description

[Member Relations Coordinator]

The Minneapolis Regional Chamber of Commerce is looking for an energetic, outgoing individual to build and maintain positive relationships with our existing members.

If you are searching for a rewarding position that makes use of your relationship skills and provides you with opportunities to interact with a variety of businesses, this may be the job for you.

The right person for this position will have

- Excellent customer service and follow-up skills
- Experience selling and be comfortable overcoming objections
- Experience attending Chamber or other business networking events

Successful candidates will

- Truly enjoy meeting new people
- Embody energy and enthusiasm for our work and a genuine desire to help others
- Be a team player who expects the job to be fun and rewarding

This position is located in downtown Minneapolis. Travel is required throughout the metro, including Bloomington and Northeast Minneapolis.

About the organization:

The Minneapolis Regional Chamber of Commerce's mission is to create powerful partnerships to unite and grow member businesses and the region.

Since 1881, the Minneapolis Regional Chamber has opened doors for the region's business community, providing business leaders and their employees with opportunities to help businesses thrive in the 11-county metro area.

Chamber staff and volunteers provide programming and support that help our members make new business connections, promote their business, save money, and stay informed of the local issues affecting their business.

We are focused on helping our member businesses succeed. *The right person for this position will make it their personal goal to provide value to every organization that invests with us.*

Job Description

[Member Relations Coordinator]

POSITION SUMMARY:

The Member Relations Coordinator's primary function is to increase member loyalty by building and maintaining positive relationships with current members across the 11-county region. Success will be measured by the percentage of companies that renew their Chamber membership.

REPORTING RELATIONSHIP:

The Member Relations Coordinator shall report to the President.

RESPONSIBILITIES:

- Act as a Chamber resource, providing information about member benefits, discounts, and programs that enhance the membership experience.
- Meet with members and develop individual involvement strategies based on their business needs
- Develop and implement retention program
- Coordinate Grand Opening/Ribbon Cutting events
- Promote and administer the ConnectForLunch program
- Coordinate past due billing cycle meetings
- Ensure member dues are paid on a timely basis
- Attend and assist with all Meet the Chamber Programs
- Manage all aspects of the Minneapolis Ambassador committee and assist with Bloomington Ambassadors as requested
- Attend Chamber events to assist with staffing needs and build rapport with members
- Complete any and all tasks as designated by the President

REQUIRED SKILLS:

- Excellent customer service and interpersonal skills (i.e. active listener, creative problem solver)
- Ability to interact with a variety of businesspeople, community leaders, and elected officials
- Ability to prioritize and manage multiple projects efficiently
- Strong verbal and written communication skills and strong attention to detail
- College degree or equivalent in business administration, communications or other business related field
- Sales experience preferred, Chamber of Commerce or Association experience a plus
- Experience with volunteer management
- Able to attend events outside of normal business hours (before 8:00 a.m. and after 5:00 p.m.)
- Working knowledge of social media platforms, especially Twitter, Facebook & LinkedIn
- Knowledge of Membership Partner and Accrinet software a plus
- Position requires travel throughout the metro area.
- Business professional attire required
- Ability to lift 25 pounds

The above describes the essential functions of the job and are not to be considered a detailed description of every duty of the position. The requirements of the job and the text of this job description are subject to change without notice and at the sole discretion of the Minneapolis Regional Chamber of Commerce.

TO APPLY: Please email your resume and cover letter with salary requirements to Cheri Koch at ckoch@minneapolischamber.org. Include the phrase "MRC Opening" in the email subject line. Position is open until filled.