



POSITION OPENING

Organization: Geneva Area Chamber of Commerce

Title: Member Relations Specialist

Posting Date: February 12, 2018

Times/Hours: Chamber Office Hours, M-F 8:30-4:30

Position/Salary Level: Hourly, Entry Level



Description:

The Geneva Area Chamber of Commerce is seeking an outgoing, friendly, motivated, self starter to add to its growing team as the Chamber's **Member Relations Specialist**. This is an introductory position that has the potential to transition into a mid-management role at the Chamber. Professional etiquette, experience with basic administrative and office functions, excellent communication and customer service, telephone and computer skills are required.

Upon hire, a one month training period will take place alongside Chamber management to acquire valuable on-the-job techniques from experienced industry professionals.

The ideal candidate will join the team as a self-starter who is ready to hit the ground running, and be trained on general office programs and procedures. This individual will be a natural communicator and problem solver, with a strong capability of thinking outside of the box, working independently, and most importantly- taking initiative while showing motivation and ambition.

The **Member Relations Specialist** will be involved with a variety of Chamber operations and daily administrative functions, primarily pertaining to the programs and services that the Chamber provides for its member businesses and organizations.

Examples of responsibilities include but are not limited to the following duties:

- Various methods of Membership Retention Communication and Outreach techniques
 - New and Existing Member Services Follow up
 - Outreach for Membership News, Contact Updates, Collateral Material Requests
 - Content creation for Member Profiles, Newsletters, and other resources
- Internal inventory management, distribution and storage of all updated member materials
- Member Database Management
- Daily Visitor Services Data Log and Monthly Reporting
- New Member Recruitment Letters and Mass Mailings
- Social Media Content Creation and Fan Interaction Management
- Content creation and management for Chamber Website
- Assisting with the creation of Member Program flyers and promotional materials
- Assisting the Member Program Coordinator with various Member Marketing and Advertising Program details
- Assisting with Monthly Business After Hours Networking Mixers
- Assisting with the administrative and logistical planning for three (3) major annual events and fundraisers

Qualifications and Requirements:

- Professional presence and demeanor, with general business knowledge of working in a professional office setting
- Use of Microsoft Office Suite program basics: Word and Excel. Knowledge of Microsoft Publisher or other design and desktop publishing programs preferred, but not required.
- Basic knowledge of Social Media Platforms . General understanding of Website and content database programs such as WordPress preferred, but not required.
- Strong communication skills- this includes written, verbal and interpersonal.
- Must be detail-oriented and able to multi-task.
- Must be accountable, punctual, and have a reliable means of transportation.

This position reports to the Membership Programs and Events Coordinator.

The Geneva Area Chamber of Commerce is a membership-based organization that is committed to promoting its member businesses, by utilizing both new and traditional methods that tell the stories of each. Businesses seek the professional skills and access to valuable programs that the Chamber and its team provide, which are included in annual membership benefits. Chamber employees will have direct access to over 300 local and regional member businesses- including the top level executives and/or owners of each, as well as various community partners and local dignitaries.

Please apply with your resume, a brief cover letter, and at least 2 professional references no later than March 1, 2018 to:

Geneva Area Chamber of Commerce
P.O. Box 587 Geneva, NY 14456

Physical Address: 537 Exchange Street One Franklin Square Building, Suite #202 Geneva, NY 14456
Phone: (315) 789-1776 Fax: (315) 789-3993 Email: info@genevany.com

All applicants should have a general understanding and be familiar with the following GACoC basic "fast facts:"

- The Geneva Area Chamber of Commerce is a private, membership-based organization with a sole focus of serving and representing its member businesses and organizations.
- As a primary benefit of Membership, the Chamber generates awareness and provides exposure for its members by effectively promoting the people, property, products and services of each. (*-In short, we tell the stories of our members.*)
- The Geneva Area Chamber of Commerce was originally founded in 1902 and remains one of the oldest operational Chambers on record.
- Currently serving an average membership base of 300 individuals and businesses, the Chamber represents a broad array of companies and organizations of various shapes and sizes, within a diverse makeup of industries and sectors.
- Located in the Finger Lakes region of New York State, the Geneva Area Chamber of Commerce serves the greater Geneva area and surrounding communities with a membership makeup spanning the 14 county region, from Rochester to Syracuse, Corning, Ithaca and beyond.
- The Chamber is a private 501(c)(6) not-for-profit organization.
- It is non-government based, and is not tourism or tax- funded, allowing for the expanded operations to work independently, and promote businesses without geographic designations, boundaries or restrictions.
- Chamber programs and operations are managed by a team of employees under the direction of the Executive Director, with leadership provided by a representative group of members serving as the Chamber's Board of Directors.
- Please visit the Chamber's Website and review the Member Benefits Overview.