



Position Description

Member Relations Specialist

The Burke County Chamber of Commerce is a membership-based, service organization. Its mission is to enhance and to encourage the responsible growth of its member businesses and improve the overall quality of life for Burke County. Most of the services it provides involve staff interaction with and direct service to business owners and managers, government officials, visitors and potential relocates to Burke County. Primary duties are performed at the Chamber's main office located at 110 East Meeting Street, Morganton, NC. In light of the high degree of personal service that this Chamber staff position involves, it is imperative that the person who holds this position enjoy working with people and be able to handle multiple tasks.

Duties and Responsibilities

- Develop and implement a schedule of contacting prospective and existing members for the purpose of recruiting new members and insuring retention of existing members
- Assist with ensuring payments from members and collecting past due payments
- Responsible, along with the President, to organize and prepare all Ribbon Cutting, Groundbreaking, Anniversary, Open Houses Ceremonies
- Preparing notices, courtesy cards and other materials to build and maintain a good business rapport with existing and potential members
- Assisting the President with the development of membership information materials, including brochures, newsletters, and the like that can be used by officers, existing members, and staff in recruitment and retention efforts
- Develop and maintain a system of identifying prospective members and keeping records in ChamberMaster
- Responsible for the current database of membership records in ChamberMaster with the help of other staff to help keep it updated and corrected
- Enter new members into ChamberMaster, as well as send out login information to member and ensure the new members knows of what can be done with login

- Plan and implement the Holiday Open House, Safety Awards Luncheon, and a Young Professionals program
- Plan and implement Chamber events including, but not limited to: Business Showcase, Golf Tournament, Operation Thank You, and other business and/or fund-raising events
- Assists with other Chamber events including, but not limited to: Annual Meeting, Candidates' Forum, Coffee & Conversations, Leadership Burke, Legislative Breakfast, and Women's Professional Luncheon
- Assist with the staffing of all Chamber events held throughout the year
- Attending, as necessary for membership development efforts, neighborhood and regional business meetings as determined by the President
- Prepare regular membership development and retention reports as required by the President for presentation to the Membership Committee, Executive Committee, and Board of Directors
- Any other responsibilities and tasks the President assigns
- Reports directly to the President

Required Skills and Experience

- Excellent organization skills. Ability to work under pressure without sacrificing attention to significant amounts of detailed information, often without direct day-to-day supervision.
- Experience in meeting deadlines and insuring that details are not overlooked. Willingness and ability to work in an open office environment where frequent interruptions are the norm.
- Strong computer skills. Thorough knowledge of and experience in using all Microsoft Office products (Word, Excel, PowerPoint, etc.), willingness to learn Chamber Master (Chamber Database program).
- Excellent interpersonal and verbal and written communication skills.
- Demonstrated ability to work as a member of a team, to coordinate the activities of volunteers, and to work with people in a variety of circumstances.
- Must be self-starter, flexible, motivated and be able to take the initiative.

****This is a full-time, hourly position, with benefits. There are no managerial duties with this position.**

For additional information about this position, contact the Chamber's President at 828.437.3021 or tstephenson@burkecounty.org.