

FULL TIME NON-EXEMPT JOB DESCRIPTION

DATE: APRIL 2024

JOB TITLE: SPECIALIST - MEMBERSHIP

DEPARTMENT: MEMBERSHIP

TITLE OF SUPERVISOR: EVP & COO

BASIC FUNCTION:

The membership specialist is a key player in supporting strong relationships between the Fort Worth Chamber and its membership community. The specialist supports the membership managers, COO, and CEO in the fulfillment of membership and sponsorship sales activities. This role is primarily administrative with a focus on executing sponsorship and relationship tasks to ensure the Chamber’s long-term success. The ideal candidate is strong at executing a recurring process of communications, managing database integrity, and assisting the Membership Team as needed.

KEY ACTIVITIES:

Essential duties and responsibilities will include, but are not limited to:

- **Billing Processes:** Coordinate with the membership team through the direction of the COO to maintain accurate and timely billing processes; manage collections; process drops and reinstatements.
- **Database Management:** Maintain and update the CRM to promote accuracy; process changes or updates in coordination with the team.
- **Event, Program, and Sponsorship Support:** Coordinate with the team to fulfill sponsorships and membership deliverables; maintain records of sponsorship communications; support the execution of events and programs as directed.
- **Membership Team Administration:** Support the coordinated activities of the Membership team, including COO and managers, such as maintaining shared calendars, facilitating meetings and team communications, and keeping records.
- **Volunteer Administration:** Assist the managers with volunteer engagement and activation, including scheduling, record keeping, and other duties as directed by the COO.
- Other duties as assigned.

KNOWLEDGE & EXPERIENCE:

- 1+ years of experience in an administrative role
- Bachelor's degree preferred.
- Exceptional interpersonal and organizational skills.
- Superior communication skills, both verbal and written.
- Strong working knowledge of Microsoft Office Suite, emphasizing Excel.
- Membership or CRM database experience preferred.

DECISION-MAKING AND ACTION TAKING:

- Detail-focused with a commitment to accuracy and excellence.
- Team player with a flair for building and nurturing relationships.
- Proactive and self-driven with the ability to work autonomously.
- Strong time management skills with ability to meet monthly deadlines.
- Proven effectiveness working with all levels of stakeholders and staff.

PHYSICAL REQUIREMENTS:

- Some domestic travel
- Moderate noise level
- Some lifting of boxes of up to 25 pounds
- Long periods of sitting
- Early morning meetings and evening functions