



Director of Member Engagement

5 plus years of experience

FLSA: Exempt

Reports To: Senior Director, External Relations

Status: Full Time (40+ hours)

Location: Downtown, Columbus

Responsibilities Include:

- Act as a liaison between Ohio Chamber members and association staff.
- Engaging and educating members on policy issues and solicit feedback on an array of issues.
- Building relationships with member companies; learning the members top policy priorities.
- Helping facilitate on-site visits to member companies by our President & CEO.
- Assisting the Senior Director of External Relations in management of the Ohio Chamber Board of Directors.
- Hearing member companies concerns and dealing with them in a timely manner.
- Overseeing all renewal of current member company dues and working with past due members on adequate payment.
- Engaging internally with both Government Affairs and Communications staff on projects that involve member companies.
- Auditing and procuring member contact information for Salesforce.
- Working with communications staff on mass-communication emails to member companies.
- Working with the Director of Events on value-add programming at events.

Required Qualifications:

- Four-year degree or equivalent work experience.
- 5+ years of experience in association or client relations.
- Able to work well under pressure.
- Highly organized and capable to handling multiple projects and deadlines.
- Ability to act quickly and resolve problems.
- Effective communicator; both internally & externally.
- Knowledge of Salesforce best practices.

Work Environment:

- Majority of duties will be performed in and from the Chamber's office during regular business hours.
- Travel up to 30% of the time. Some overnight may be required.

Please email resumes to jzink@ohiochamber.com