

Job Description:

Manager, Member Engagement

FLSA: Exempt

Reports To: Senior Director, Member Engagement & Association Management

Status: Full Time (40 + hours) from 8:30 a.m. to 5:00 p.m. (Monday-Friday)

Salary: \$52,000-\$62,000 Annually (Opportunity for Bonus)

Location: Downtown, Columbus

Job Responsibilities for the Manager of Member Engagement:

- Act as liaison between Ohio Chamber Members and association staff
- Building relationships with member companies
- Help to facilitate and attend on-site visits to member companies
- Understanding top policy priorities for members
- Assisting the Senior Director of Member Engagement & Association Management to deal with member concerns in a timely manner
- Send out monthly renewals to current members
- Collection of past dues from members
- Assisting Senior Accountant with incoming payment and identifying
- New member onboarding utilizing set standards
- Work with communications to create effective member engagement communications
- Work with the Senior Director of Events to add value for members
- Member Engagement presence at all committee meetings
- Develop and encourage committee growth
- Engage internally with the Government Affairs and Communication departments to assist with member engagement projects
- Engaging and educating members on policy issues and solicit feedback on an array of issues.
- Work with the Sales Team to ensure quality of onboarding and engagement
- Working with the Database and Member Engagement Intern to maintain a clean and accurate internal database system
- Analyze and pull reports for staff as needed
- Assist the Senior Director of Member Engagement & Association Management with management of the Chamber's Workers' Compensation Program
- Assist with Board as needed
- Other duties as assigned

Required Qualifications:

- Bachelor's degree from a four-year college or university, or equivalent.
- AMS/CRM database knowledge and understanding is preferred.
- Prior work experience in a non-profit trade association preferred.
- Ability to learn quickly with a growing association.

- Effective relationship-building and collaboration skills.
- Ability to multi-task and move between tasks daily.
- Prioritization skills are critical relative to deadlines, internal needs, and external needs.
- Professional demeanor and executive presence with strong oral, written, and interpersonal communication skills.
- Creativity and ability to engage members using modern techniques and technology
- The ability to collaborate internally with all departments to ensure the quality of membership investment.
- Will be required to obtain Salesforce Administrative licensing within in the first year of employment. Licensing fee to be covered by the Chamber.

Benefits:

- 401(k)
- 401(k) matching
- Dental insurance
- Disability insurance
- Health Insurance
- Life Insurance
- Paid Time off
- Vision insurance
- Pension Plan
- Comp Time

Physical Setting:

- In Office

Schedule:

- 8-hour shift
- Monday to Friday

Supplemental Pay:

- Bonus Pay Based on Performance

Ability to commute/relocate:

- Columbus, OH 43215: Reliably commute or planning to relocate before starting work (Required)