



Chairman's Circle and Premier Member Engagement Manager Job Description

ABOUT US: We are one of the most influential business advocacy organizations in Georgia and one of the top three chambers in the nation. We are dedicated to bringing the community and its leaders together to create jobs, strengthen the economy, and improve our business climate so businesses and the community can achieve more.

OUR CULTURE: We are passionate about what we do and how we do it. We take our values seriously and they are part of who we are. Our leadership community, membership, and staff developed these values and how we define them. These are the standards by which we work and engage our members and community.

- Servant Leadership - We focus on members' needs and the community we serve
- Integrity - We are guided by our values and high ethical standards
- Collaboration - We achieve more together
- Inclusiveness - We welcome and respect everyone
- Innovation - Innovative thinking enables us to accomplish things we never accomplished before.

OUR BENEFITS: In addition to competitive benefits such as 401K, medical/dental/vision/life coverage and FSA, the Cobb Chamber is dedicated to a workplace that values work-life balance and offers up to two remote working days per week, more than 20 PTO days each year (a combination of personal, sick and vacation time), an average of 15 paid holidays each year, paternal leave and flexible schedules for team members to prioritize family commitments.

COMMUNITY INVOLVEMENT: We encourage team members to participate and volunteer in service areas of their choice and we offer ample opportunities to do so during working hours. We are well represented and engaged in local, regional and national organizations through various levels of involvement.

JOB SNAPSHOT: This position oversees the engagement, organizational relationship, and benefit realization for the Cobb Chamber's highest membership levels who are key supporters and leaders in the Chamber's economic development and strategic initiatives. Chairman's Circle has grown into one of Georgia's most influential CEO-level, business networking organizations. The focus of this position is on member satisfaction, retention, personal service, and growth for these specific areas.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

CHAIRMAN'S CIRCLE

- Continue to increase Chairman's Circle companies growing membership each year
- Build relationships with members through in person visits, calls, and personal notes as knowing their goals and challenges increases retention
- Develop a yearlong engagement strategy to help members fully utilize their investment and engage their organization
- Communicate regularly with the Chairman's Circle Chairman to ensure the vision of the program and needs are fully carried out
- Plan and execute exclusive Chairman's Circle programs and events
- Maintain Chamber database of current and personal information on each member and use the information to provide personalized service

- Work with campaign volunteers and staff to identify prospective Chairman's Circle members and assist with recruitment efforts
- Work with Chamber Leadership each year to create exclusive events
- Consistently onboard new members in a timely manner, evolve process as needed
- Ensure marketing benefits for Chairman's Circle members are implemented
- Work with staff to keep records of Chairman's Circle dues, payments and membership statistics
- Obtain feedback from Chairman's Circle members each year to determine additional benefits and programs that would add value to their investment
- Manage the budget for Chairman's Circle program revenue and ensure we continue to remain on or ahead of budget
- Work with the marketing department to fully promote all events

PREMIER MEMBERSHIP LEVELS

- Develop and implement benefits to increase value to Premier members
- Communicate with Premier members throughout the year to help them take advantage of their membership benefits at this level
- Build relationships consistently working towards upgrading Premier Members to Chairman's Circle through personal follow-up and inviting all twice a year to a Chairman's Circle event
- Maintain Chamber database of current information on each member
- Work with campaign volunteers and staff to identify prospective Premier Club members and assist with recruitment efforts
- Keep records of Premier membership statistics

TEAM ACTIVITIES

- Help team as needed or called upon by the EVP of Member Development
- Assist with Chamber-wide activities such as Annual Dinner, Golf Tournament, and overall chamber events, leveraging existing relationships to assist with sponsorships
- Assist with registration at Chamber events as needed
- Serve as back-up support for billing, deposits, and cost-savings programs periodically
- Participate in Membership Campaign as part of staff team
- Share institutional knowledge about member companies to assist staff with activities
- Help team as needed or called upon by fellow team members

KNOWLEDGE, SKILLS AND ABILITIES:

- Executive presence, professional but approachable and has the ability to easily interact with C-Level executives
- Excellent business correspondence skills- both written and spoken
- Strong interpersonal and relationship building skills, ability to adapt to the room and know your audience
- Willingness to take enthusiastic ownership of highest revenue producing Chamber program, innovating processes and bringing ideas to fruition for growth
- Knowledge of project management and ability to manage multiple priorities
- Resourcefulness and excellent, creative problem-solving skills
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, members and the general public
- Ability to plan and execute meetings and event logistics
- Comfortable with working both independently and collaboratively as part of a team
- Ability to organize and prioritize, taking a proactive approach
- Knowledge of budgetary processes
- Knowledge of computer hardware and software including but not limited to Microsoft Office Suite and basic internet research skills (Google, LinkedIn, etc.)
- Community awareness and buy in to how membership organizations and the relationships built there can transform businesses and communities. Knowledge of Cobb and existing relationships a plus

EDUCATION and/or EXPERIENCE:

Bachelor's degree from a four-year college or university preferred; or four+ years related experience and/or training; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for the job.