



Bringing life to business

The Burlington Chamber of Commerce is currently seeking applications from qualified candidates interested in the position of

Manager, Membership Development

The Burlington Chamber of Commerce (BCC) provides value to its members through active advocacy, connecting leaders and creating opportunity. The Chamber is the voice of business in Burlington and advocates at the local, regional, provincial and federal levels on behalf of 900 companies representing 30,000 employees.

For more than 70 years, the BCC has been the trusted advocate and tireless champion for local businesses. With a long-standing reputation for excellence and leadership, BCC continually generates opportunities to connect people by bringing life to business. Doing so provides a vehicle for success for its members and the future of Burlington's business community.

The Burlington Chamber of Commerce seeks an experienced individual for the position of Manager, Membership Development.

Preferred candidates will have demonstrated experience in developing business solutions, revenue generating strategy, managing client accounts, leading value-added customer experiences and relationship building.

The selected candidate will work with our highly dedicated, professional staff and volunteer base and have a strong business acumen, excellent communication skills and an engaging interpersonal style in order to carry out the strategic objectives of the BCC.

APPLICATION PROCESS:

Expressions of interest including resumes and covering letters will be accepted until March 19, 2021 at 11:59 p.m., and should be sent confidentially to info@burlingtonchamber.com

Information provided by or about candidates for these positions will be used only for candidate selection. We thank each applicant for taking the time and effort to respond; however only candidates to be interviewed will be contacted.

Position Description

Title: Manager, Membership Development

Reports to: Director, Business Development and Member Services

Location: Burlington Chamber of Commerce, 414 Locust Street, Burlington, Ontario L7S 1T7

Direct Reports: 0

Position Summary:

The Manager, Membership Development will be principally responsible for working with the Director, Business Development & Member Services to expand business and revenue generating opportunities with existing and new members that will allow the organization to achieve its mandate and strategic objectives. In addition, this position will also ensure members not only maximize the value of their membership and involvement with the Chamber, but also enjoy a high quality customer experience.

Key accountabilities:

- Maintain and strengthen existing and developing member relationships
- Ensure positive membership and stakeholder experience
- Establish and maintain value added membership through regular contact with members
- Manage inbound membership inquiries and questions from prospective and existing members and triage their needs to the correct team member
- Ensure members utilize and leverage their membership benefits – driving renewals
- Support the business development and membership attraction strategy by managing customer accounts and securing new business
- Optimize the use of the Chamber's CRM, including analysis of data pertaining to membership
- Prepare and send invoices
- Manage and track Accounts Receivable
- Identify and track the changing needs of members
- Reporting and analytics for various departments supporting operations, sales, and finance
- Support overall revenue generation through advertising, hosting and sponsorship opportunities
- Attend external events to develop business leads and strengthen member and partner relationships

Position requirements

- Bachelor's degree in Business Administration, Marketing, Finance, or related field
- Minimum 3 - 5 years' experience in business development, sales, client management and/or marketing; experience in a non-profit or membership focused organization would be an asset
- Track record of effective and strategic decision-making in a fast-paced environment
- Demonstrated ability to collaborate
- Proficient in all Microsoft Office applications and relevant technology/CRM systems
- Excellent analytical, problem-solving, and decision-making skills
- Exceptional time management skills
- Exemplary communication and negotiation skills
- Strong business acumen
- Detail-oriented and persuasive