

# WE ARE HIRING!



## Membership Engagement Manager

The Membership Engagement Manager is a dynamic, results-oriented professional who will drive new member development, enhance overall membership retention and engagement, and is also responsible for oversight of the Chamber office. This role is integral to growing our membership base and ensuring members receive exceptional value and service. The Manager will engage with the local business community, develop innovative outreach strategies, and support a welcoming office environment. This position reports directly to the SACOC Board of Directors and works collaboratively with the Event Coordinator and the Communications/Social Media Coordinator.

### JOB LOCATION AND HOURS

This position operates primarily from the SACOC physical office located at 106 NE 1<sup>st</sup> Street, Smithville, TX 78957. The position requires a minimum of 20 hours per week at the Chamber office location. The position also involves working outside the office approximately 10 hours per week attending affiliated meetings, member locations and Chamber events. The number of total monthly work hours is 120 hours with an average of 30 per week. Any remote work hours must be pre-approved by the SACOC Chair, or Chair's representative.

### SALARY

This position has a salary range of \$32,000-\$50,000 annually, which includes a base salary and potential for performance-driven bonuses (a percentage of Chamber membership revenue).





# Membership Engagement Manager

## KEY RESPONSIBILITIES

### Membership Sales and Retention

- Strategic Recruitment & Retention: Develop, implement, and manage comprehensive recruitment and retention plans that drive membership growth and longevity.
- Relationship Building: Cultivate and maintain strong relationships with current chamber members, ensuring a deep understanding of the local business landscape.
- Engagement Programs: Design and execute personalized member visits, follow-up calls, emails, and on-site engagements to maximize member satisfaction and retention.
- New Member Onboarding: Curate engaging new member packets and coordinate New Member Orientations and ribbon-cutting events to welcome and integrate new members.

### Community Networking and Outreach

- Visibility in the Community: Represent the Chamber at community and Chamber events, ensuring a consistent and visible presence to promote the organization.
- Prospecting & Visits: Regularly visit local businesses and canvas the region to identify new membership opportunities and deepen community connections.
- Event Coordination: Assist with scheduling and promoting Chamber events such as ribbon cuttings, monthly mixers, lunch & learn sessions, and community outreach initiatives.

### Ambassador Committee & Volunteer Recruitment

- Committee Coordination: Work in collaboration with the Ambassador Committee Chair, ensuring regular communication and active involvement in planning and executing Chamber initiatives
- Volunteer Recruitment: Identify and recruit volunteers to support the Chamber office, programming and events, enhancing community engagement.

### Financial and Administrative Oversight

- Accounts Receivable: Monitor and follow-up on outstanding membership renewals and provide monthly reports to the Board of Directors or Finance Committee.
- Office Oversight: Maintain an organized, welcoming, and efficient office environment. Oversee the proper operation of office equipment, maintain electronic files, and support front office responsibilities.
- Interdepartmental Collaboration: Maintain a thorough understanding of all areas of Chamber operations, including office procedures, the Strategic Plan, and the Program of Work.





# Membership Engagement Manager

## POSITION REQUIREMENTS

- **Personal Attributes:** Self-motivated, confident, and results-oriented with exceptional customer service and interpersonal skills.
- **Communication Skills:** Excellent verbal and written communication abilities, with proficiency in developing marketing materials.
- **Organizational Skills:** Strong time management skills with the ability to coordinate multiple projects, manage volunteers, and handle diverse tasks concurrently.
- **Technical Proficiency:** Competency with computers, databases, and digital communication tools is required.
- **Travel & Local Engagement:** Must possess an active Texas driver's license and use of a personal vehicle is required. This role involves frequent local travel for member visits and community outreach.
- **Physical Requirements:** Ability to lift up to 30 pounds, set up and tear down event equipment, and perform activities that involve frequent walking, standing, and occasional overhead lifting.

## WORKING RELATIONSHIPS & REPORTING STRUCTURE

- **Reporting:** This position reports directly to the Smithville Area Chamber of Commerce Board of Directors.
- **Collaboration:** Work closely with the Event Coordinator and Communications/Social Media Coordinator to ensure cohesive messaging and event planning.
- **Community Engagement:** Maintain active, planned outreach efforts, ensuring that time spent away from the office for member visits and canvassing does not conflict or leave the office unmanned for extended times.

## ADDITIONAL INFORMATION

- **Performance Metrics:** Success will be measured by membership growth rates, retention metrics, engagement levels, and the effectiveness of volunteer recruitment.
- **Professional Development:** Opportunities for training in leadership, public relations, and event management may be provided to support ongoing professional development.
- **Community Impact:** The Membership Engagement Manager plays a key role in enhancing the Chamber's influence within the local community, ensuring that members benefit from increased visibility, support, and networking opportunities.



# Membership Engagement Manager

## Smithville Area Chamber of Commerce Employment Application

Thank you for your interest in joining the Smithville Area Chamber of Commerce. Please complete this application fully and accurately. Incomplete applications may not be considered.

### Personal Information

Full Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip Code: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

Are you legally authorized to work in the United States?  Yes  No

Have you ever been convicted of a felony?  Yes  No

If yes, please explain:

### Employment Desired

Position Applied For: \_\_\_\_\_

Date Available to Start: \_\_\_\_\_

Desired Salary: \_\_\_\_\_

Are you currently employed?  Yes  No

If so, may we contact your current employer?  Yes  No



# Membership Engagement Manager

## Employment History

(List at least three previous employers, starting with the most recent.)

### Employer #1

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

Position Held: \_\_\_\_\_

Employment Dates (From – To): \_\_\_\_\_

Salary: \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

### Employer #2

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

Position Held: \_\_\_\_\_

Employment Dates (From – To): \_\_\_\_\_

Salary: \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_



# Membership Engagement Manager

## Employment History Continued

### Employer #3

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Supervisor's Name: \_\_\_\_\_

Position Held: \_\_\_\_\_

Employment Dates (From – To): \_\_\_\_\_

Salary: \_\_\_\_\_

Reason for Leaving: \_\_\_\_\_

## Education & Training

### High School

Name: \_\_\_\_\_

City, State: \_\_\_\_\_

Did you graduate?  Yes  No

Degree/Diploma: \_\_\_\_\_



# Membership Engagement Manager

## Education & Training Continued

### College/University

Name: \_\_\_\_\_

City, State: \_\_\_\_\_

Did you graduate?  Yes  No

Degree/Major: \_\_\_\_\_

Other Education/Certifications/Trainings

Institution/Program: \_\_\_\_\_

Certification/Degree Earned: \_\_\_\_\_

### Professional References

(List at least three professional references who are not related to you.)

#### Reference #1

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Company: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_



# Membership Engagement Manager

## Professional References Continued

### Reference #2

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Company: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

### Reference #3

Name: \_\_\_\_\_

Relationship: \_\_\_\_\_

Company: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email Address: \_\_\_\_\_

## Acknowledgment & Signature

I certify that the information provided in this application is true and complete to the best of my knowledge. I understand that providing false information may result in disqualification from employment consideration or termination if already employed. I authorize the Smithville Area Chamber of Commerce to verify my employment history, education, and references.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

*The Smithville Area Chamber of Commerce is an equal opportunity employer. This application will be kept on file for six months.*