

# **JOB DESCRIPTION**

## **Membership Services Team – Reports to the President and CEO**

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### **Trade Shows**

- Responsible for all aspects of implementation of the Chamber trade shows, which include:
  - Sales of trade show booths/sponsorships and implementation
  - Book venue
  - Manage trade show media buy and marketing plans
  - Ensure floor plan is appropriate for the various venues, and is kept up-to-date
  - Work within the current budget parameters
  - Liaise with suppliers and vendors
  - Set-up/tear-down of event
  - Work in concert with the President and CEO to coordinate staff coverage, if required, for event day(s)
- Onsite coordination of trade show functions, as required
  - Seniors Show
    - Work with the Council on Aging Committee as per the written agreement

### **Event Planning**

- Golf Tournament, Power Hour, Business Summit, PBX, Holistic Group, ChamberAM, and other events as directed; responsibilities include, but are not limited to:
  - Book venues, as required
  - Coordinate registration for events/meetings
  - Coordinate event details (with other Chamber staff) including menu, timing, billing, budget, promotion, registration desk
  - Onsite coordination of functions, as required
  - Coordinate Marketing and Promotion with Communications Staff
- (NOTE: some of the events above require more involvement, some less, depending on other staff involvement)
- Attend appropriate event committee meetings (i.e. Excellence, PBX) and provide reports, as required
- Work with the Member Relations Lead to ensure focus and intent regarding member fulfilment
- Work with the Member Relations Lead (and the Next Level Committee) on the Leaders Lunch and Next Level series to ensure smooth implementation and logistics

### **Sponsorship/Membership Sales and Fulfilment**

- Meet budgeted sponsorship targets and ensure commitments/expectations are met
- Working with the Member Relations Lead, contribute to new member acquisition, retention and fulfilment.
- Attend weekly sales meetings and report on Sponsorship/Trade Show status
- Work with the Fulfilment Team to ensure 4 & 5 Star, and event sponsor fulfilment
- Contribute to Accounts Receivable collections where appropriate
- Contribute to the overall communications strategy and content, particularly as it pertains to sponsorship fulfilment
- Be a general information source to the business owners of the Greater Peterborough Community
- Attend Chamber events to assist staff, and network with sponsors/members
- Attend other networking groups and business events/activities to promote chamber membership/sponsorship and support member activities in the community
- Participate as an equal team member to help drive Chamber events, communications and member fulfilment

### **WebLink Connect(CRM Software)**

- Maintain accurate sponsorship/membership/trade show and event data and generate reports, as required
- Upgrade knowledge of WebLink Connect, as changes implemented

### **Other Details**

- Hours of work – 8:30am to 4:30pm\*, Monday to Friday – ½ hour lunch
- There is a requirement to work overtime hours (approximately 40 hours a year) – employee will receive lieu time for overtime hours worked in the form of one additional week over and above vacation policy.

**The employee will develop and maintain the following attributes:**

- Exceptional customer service skills
- Computer skills, with an emphasis in the following software programs: MS Word, Excel, Outlook, Explorer, Adobe In-Design, WebLink Connect
- High level of social media competence, with a clean online presence
- Good working knowledge of general administration and office procedures
- Professional, enthusiastic and must be prepared to work in a multi-tasking team environment
- A general information source to Chamber staff and volunteers, as well as the residents and business owners of the Greater Peterborough Community
- The individual must be pleasant, willing to assist others, patient, dedicated, reliable, motivated and hard working
- An understanding of the importance of producing error-free documents and maintaining accurate records