



Job Title: Director of Member Services

Summary: Directs the daily operation of the Membership Services for programs/products/services. Assist in managing the successful operation and growth of the Clermont Chamber of Commerce by developing and delivering a quality and professional programs of work to accomplish the Chamber's major initiatives. Advocate for and promote the Chamber in day-to-day work and in interactions with members, stakeholders and the community, assist with relationship building, and be accountable for performance and effective resource utilization.

Primary Work Activities:

- ▢ Develop and deliver professional, creative and quality events and programming
- ▢ Form and maintain working partnerships with local venues and vendors
- ▢ Work closely with volunteer committee chairs to ensure that committees operate within the scope of committee charter, are productive and produce results that meet goals
- ▢ Develop and monitor events budget and ensure operation within budget
- ▢ Provide quality customer service
- ▢ Develop relationships for the Chamber, connecting members and enhancing retention
- ▢ Assist President and other members of the staff team as needed
- ▢ Represent the Chamber on various community initiatives
- ▢ Update professional knowledge

Essential Job Competencies:

- ▢ Analytic Ability
- ▢ Decision-Making Accuracy & Efficiency
- ▢ Disciplined In Crafting Communications
- ▢ Inspires Accountability And Teamwork
- ▢ Practical Thinking
- ▢ Project Approach
- ▢ Pride in Representing One's Company

Essential Job Skills:

- ▢ Project Management
- ▢ Critical Thinking
- ▢ Time Management
- ▢ Complex Problem Solving
- ▢ Judgment and Decision Making
- ▢ Effective Communication
- ▢ Active Learning

Education and/or Experience:

May require a bachelor's degree in area of specialty or 5+ years of experience in the event programs management field or in a related area.

Please email resume to chamber@clermontchamber.com **DEADLINE: April 27, 2018**