



The Twin Falls Area Chamber of Commerce is accepting applications for a MEMBER SERVICES COORDINATOR – OUTSIDE SALES.

The Chamber is a non-profit business organization pursuing enhanced economic vitality and quality of life in the Twin Falls area. The Chamber and its staff of 4 employees develop and implement a variety of services, programs, and events to achieve this mission under the direction of a volunteer Board of Directors and in partnership with volunteer participation from the Chamber's membership.

The successful applicant will be responsible to plan, budget, manage, promote, coordinate and conduct activities to maintain and increase the Chamber's membership, effective service to its nearly 800 member businesses, and generate non-dues-associated revenue sources to include advertising and sponsorship.

Strong communication skills (written and verbal), professional conduct, intermediate capabilities with computer and digital based applications, demonstrated ability to work as part of a team, and attention to detail and accuracy are required for this position.

This position will have a base salary plus commission compensation structure to incentivize both new member recruitment and retention of existing members. Commission will also be applied to sponsorship and advertising sales. Based upon the proposed structure and current organizational performance, and also depending on the experience of the successful applicant, the anticipated annual starting compensation range is \$47,000 to \$53,000. However, as a partially commissioned position, a higher compensation is possible with exemplary performance.

Applications will be accepted through August 6, 2021, or until a sufficient pool of qualified applicants is received. The anticipated hiring process will include review of submitted application materials upon receipt; telephone and in-person interviews of finalist applicants in mid-August 2021; final selection and offer made by late August 2021; with the selected applicant starting work with the Chamber as soon as possible after, preferably by September 10, 2021.

Please review the included Job Description for this position. A summary of employee benefits is also included. If you meet the qualifications and can meet the expectations and perform the primary duties and responsibilities, apply by sending a cover letter, resume, salary history and expectations, and references to:

Twin Falls Area Chamber of Commerce
Attn.: Shawn Barigar
2015 Neilsen Point Place, Suite 100
Twin Falls, ID 83301
Or email to shawn@twinfallschamber.com

Twin Falls Area Chamber of Commerce Job Description

Job Title: Member Services Coordinator – Outside Sales
Effective Date: July 16, 2021
Reports to: President/CEO

Mission Statement:

Twin Falls Area Chamber of Commerce is a non-profit business organization providing members a strong business voice, vision and focused leadership to enhance the economic vitality and quality of life in our community.

General Expectations:

1. Perform duties in compliance with and to further the mission of the Chamber and in accordance with approved policies and procedures of the organization.
2. Perform quality work at all times in a safe, timely, effective, and efficient manner. At all times, professional and customer-friendly behavior is expected.
3. Operate within the monetary limits outlined in the Chamber's annual budget.
4. Work as part of a team of Chamber staff, volunteers, and members to provide input on development of policies, programs, and activities of the Chamber.
5. Attend Chamber functions and serve as an ambassador to other community organizations and boards
6. Perform general office duties, including but not limited to, greeting and assisting visitors, routing telephone calls, receiving and distributing mail and other correspondence.
7. Document all work processes and procedures thoroughly and accurately.
8. Consistently communicate with President/CEO and other Chamber staff, Board Members, Committee chairs and members, and general membership.

Primary Duties and Responsibilities:

The Member Services Coordinator – Outside Sales is responsible to plan, budget, manage, promote, coordinate and conduct activities to maintain and increase the Chamber's membership and non-dues-associated revenue sources to include advertising and sponsorship.

1. Manage membership budget to include setting goals for new members, annual retention and financials
2. Develop and maintain a recruitment plan for chamber membership
3. Develop and maintain a retention plan for chamber membership
4. Develop and maintain a communications plan to support consistent, timely, and relevant communication with all members and the public
5. Coordinate web-based Chamber calendar for member and community events
6. Manage membership database, ensuring accuracy for internal use, communication with website, and member utilization
7. Coordinate billing activities related to ongoing membership investment including obtaining accurate member information to generate appropriate annual billing amounts, creation of invoices, distribution of invoices to members, and timely follow up for receipt of payment. These activities are coordinated in partnership with the Operations and Finance Coordinator

8. Plan and execute periodic New Member Orientation activities
9. Coordinate new member information for promotion to external and internal outlets (e-newsletters, Chamber website, social media, and traditional media outlets)
10. Organize and maintain production of membership recruitment and member benefits materials, forms, and documents in coordination with other Chamber staff
11. Coordinate and implement solicitation of advertising, sponsorships, donations, and paid registration by attendees for various events, meetings, programs and activities to include: digital kiosk advertising in Twin Falls Visitor Center, website advertising, e-newsletter advertising, event sponsorships (Annual Banquet, Chamber Business Day, Mini-Masters), program sponsorships (Shoshone St. Hanging Baskets), and others as stated in annual work plan and budget
12. Oversee and implement digital kiosk design and content management
13. Oversee and implement Chamber website design and content
14. Share Chamber staff leadership and oversight to the Ambassador committee (shared with Member Services Coordinator – Programs and Events) to include:
 - a. Develop and maintain written policies and procedures outlining the work of this committee
 - b. Oversee Ambassador membership recruitment, retention, and participation in compliance with established policies and procedures
 - c. Schedule and coordinate ribbon cutting events for Chamber members
 - d. Schedule and coordinate Extra Mile Award events
 - e. Direct volunteer Ambassador members to assist with Chamber member recruitment, retention, orientation, and ongoing communication (i.e. – periodic Membership Drive)
15. Provide Chamber staff leadership to the Magic Valley Young Professionals committee to include solicitation of underwriting sponsorships, membership, direction of volunteer leaders in the coordination and implementation of program activities to include assisting with scheduling of facilities, budget management, and other logistics
16. Perform additional responsibilities as assigned by the President/CEO and not inconsistent with the previous responsibilities

Qualifications:

1. Bachelor's Degree in Sales, General Business, or Marketing preferred, or may substitute with demonstrated equivalent, relevant work experience.
2. A minimum of three (3) years of relevant experience.
3. Demonstrates intermediate level capabilities in MS Office and database programs, graphic design programs, e-mail, social media marketing tools and techniques, and audio-visual presentation hardware and software.
4. Strong communication skills, both oral and written, creative writing skills, and listening skills.
5. Flexible and open to change and new information; adapts behavior and work methods accordingly, in response to new information, conditions or obstacles.
6. Energetic self-starter with the ability to work under tight deadlines, to manage multiple projects and to multi-task.
7. Holds self and others accountable.
8. Capable of maintaining sensitive or confidential information.
9. Professional conduct with staff members, business members, sponsors, board members, volunteers, and the public with the ability to establish effective working relationships.

10. High level of attention to detail and accuracy, strong organizational skills, and ability to prioritize and meet deadlines.
11. Entrepreneurial team player with ability to work independently.
12. This position requires occasional after hours and weekend work.
13. Must be able to lift 25-40 pounds

TWIN FALLS AREA CHAMBER OF COMMERCE – EMPLOYMENT DETAILS / BENEFITS

The MEMBER SERVICES COORDINATOR – OUTSIDE SALES is a full-time exempt position.

New employees are subject to an introductory period of 90 days. This is to give a new employee and Twin Falls Area Chamber of Commerce an opportunity to evaluate the employee's interest in the job and the ability to perform the work.

Upon successful completion of the introductory period, employees are eligible for:

- 10 paid holidays annually
- 10 days of vacation after one year of employment (15 days after five years of employment)
- Paid sick leave (4 hours per month, accumulating up to 12 days)
- Group medical, dental, and life insurance – 100% of premium paid by employer.
- 401(k) after one year of employment with employer match

The Twin Falls Area Chamber of Commerce is a drug-free workplace and employees may be subject to testing for pre-employment, post-accident, reasonable suspicion, random, and return to duty / follow up.