



Greater Austin Chamber of Commerce  
Director, Member Services  
Job Description

**Summary of Function:**

Key position responsible for the development, implementation and coordination of membership retention strategies of the Chamber to ensure that retention and revenue goals are achieved. Reports directly to the Senior Vice President of Investor Relations.

Retention and Recruitment

- Key member contact
- Disseminate member requests for volunteer opportunities
- Facilitate membership requests when company has dropped within one-year
- Implement and facilitate membership retention strategy with measurable objectives
- Monitor progress on quarterly membership billings to ensure retention goals are met; make calls to members regarding status of the billing, reselling when necessary
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Program Development & Management

- Participate in program development strategies by analyzing changing needs and making recommendations for programmatic direction to Sr. VP of Investor Relations
- Develop implementation strategies to carry out programs and initiatives approved by SVP Investor Relations
- Develop and manage strategy for member satisfaction, including the dissemination of member surveys and opinion polls
- Develop and implement effective marketing strategies and activities to fulfill retention program attendance goals
- Oversee volunteer groups including the Ambassadors and the Diplomats. Must be present for monthly meetings and facilitate agenda, room set up and survey feedback.

- Oversee monthly new member receptions, including being present at the 4:30-6:30 p.m. meeting, overseeing set up and take down, ordering food and preparing spreadsheets and name tags.
- Oversee administration of all details associated with program and event implementation for the ambassador and diplomat group, including vendor relations, speaker outreach, catering and volunteer management

### Marketing & Communications

- Develop, implement and evaluate member focused retention strategies including research on the ongoing needs of the business community
- Call on existing members as part of an overall retention strategy
- Represent the Membership Department and the GACC at conferences

### **Skills, Knowledge and Abilities:**

- Strong organizational, time management and priority placement skills to facilitate plans from conception to implementation
- Strong people skills; comfortable with calling on new members.
- Ability to connect new members to networking functions
- Ability to determine, then establish appropriate procedures and systems to accomplish broadly defined goals and objectives
- Analytical skills to organize and to draw appropriate conclusions and make recommendations
- Ability to provide excellent customer service and be a team player
- Ability to work with minimal direction; to make independent judgments and/or decisions and to discern when action of a higher level is required
- Strong communications skills, including public speaking ability to represent the organization and address various constituents
- Ability to write and edit, concise, grammatically correct correspondences, reports, marketing collateral, etc.
- Coordinate and act as staff liaison with member committees
- Develop committee strategy, tactics and direction of meetings and action plans
- Research and understand the needs of membership

Send résumés to [nshields@austinchamber.com](mailto:nshields@austinchamber.com)