



Manager, Member Development

Job Type: Full-time, Salary plus commission

The Little Rock Regional Chamber is the principal business-driven leadership organization responsible for fostering the economic growth and development of the Little Rock region to ensure that business and industry may operate profitably and enhance the earning opportunities and quality of life for every citizen.

We are seeking an outgoing and engaging professional who is passionate about our Chamber and the Little Rock community and who will promote the positive aspects of chamber membership to recruit and onboard new chamber members. The successful candidate must be willing and highly motivated to seek out new relationships with businesses and organizations in our community and will possess excellent communication and interpersonal skills. The candidate will spend 80-90% of their time in the office making outreach calls to prospective Chamber members, must possess excellent phone skills, and be comfortable making cold calls.

This position is the first point of contact with our Chamber for most members and prospective members. Key factors for success in this highly visible role include friendliness, a desire to connect with and support our community businesses, the ability to build relationships, enjoyment working on a small team, a competitive spirit, and detail-oriented with the self-motivation to reach established sales goals.

PRINCIPAL ACCOUNTABILITIES:

- Follow the Little Rock Regional Chamber's established membership sales process to prospect, follow-up, and engage new members. This process includes researching prospects, tracking outreaches, and engaging and meeting with prospective members.
- Gauge prospective member needs and motivations to make appropriate connections within the Little Rock Regional Chamber programs and resources.
- Consistently achieve all monthly quotas and production minimums.
- Develop and maintain a quality prospective member list in the Little Rock Regional Chamber's CRM database.
- Responsible for following the retention tracking plan in coordination with the Director of Member Engagement & Administration.
- Attend Chamber events as required per the direction of the Chief Revenue Officer.
- Other duties as assigned.

Knowledge, Skills & Abilities:

- Bachelor's degree preferred. 3+ years' experience in a business development, sales, fundraising, or industry environment are preferred but not required.
- Existing connections to the regional business community is a plus.
- Self-starter with demonstrated skills in taking initiative, problem-solving, negotiating and achieving goals.
- Aptitude for working with volunteers and building relationships at all levels of an organization.
- Effective communication skills, phone skills, and the ability to develop and sustain business relationships.
- Excellent writing skills.
- Working knowledge of MS Word, MS Excel, MS Outlook, MS PowerPoint.
- Highly detail-oriented with superior organizational skills.
- Ability to work a flexible schedule as needed. Some before and after hours events may be required.
- Valid driver's license and reliable personal transportation is required.

Compensation and Benefits:

- Compensation plan is competitive with the local market and the applicant's experience.
- This is a full-time (40 hours per week), hourly, non-exempt level position, on site (not remote).
- Benefits include medical, dental and vision insurance, paid vacation, holidays, sick leave and 401k.

Working Conditions/Physical Demands:

The physical demands described are representative of those that must be met by the employee to successfully perform the essential functions of this job. The Little Rock Regional Chamber provides reasonable accommodation to enable individuals with disabilities to perform essential functions.

This position requires:

- Work that may be performed in an intense, fast-paced office environment, depending upon assignment.
- Requires ability to understand verbal communication and to respond effectively.
- Positions in this class typically require reaching, typing, grasping, feeling, talking, hearing, seeing, standing for long periods of time and repetitive motions in computer use.
- Requires learning and adapting new software.

The Little Rock Regional Chamber is an equal opportunity employer, dedicated to promoting a culturally diverse workforce. All qualified applicants will receive consideration for employment without regards to race, color, religion, gender, national origin, disability, or any other basis of discrimination prohibited by applicable local, state or federal law.

How to Apply

Candidates must submit a cover letter, resume and references, combined into one PDF document and email to Kristi Barr, kbarr@littlerockchamber.com. Please include "Manager, Member Development" in the subject line of the email.