

Job Description

Job Title: Membership Account Coordinator

Department: Membership

Reporting to: Head of Operations

Responsible for: N/A

Main Purpose of Job:

To proactively contact Chamber members and prospective members to ensure that existing members gain value from their annual membership subscriptions and prospective members are encouraged to take up these services. To promote and encourage the uptake of new and existing services. To provide general sales and administration support as required.

Main Duties:

1. Implement systematic rolling programmes of telephone, e-mail and when necessary face to face communication with members to: retain their membership at renewal time, raise awareness of the benefits of membership, maintain regular personal contact and provide a high level of customer service.
2. Contact members to promote specific services, products and events as required.
3. Respond to incoming enquiries from members, referring members to appropriate colleagues in other areas of the business as well as our third party service providers.
4. Use a computerised customer database to identify record, enter and edit members' information.
5. Maintain an up to date knowledge of the Chamber's products and services to match employer's needs and make appropriate referrals.
6. Attend events as and when appropriate to assist with the retention of existing members and the take up of commercial services.
7. Implement credit control procedures to ensure membership renewal subscriptions are followed up effectively and efficiently.

This job description is not exhaustive due to the changing environment of Northamptonshire Chamber. The job holder may be required to carry out other duties considered to be within the scope of the job.