

Job Description

Job Title: Membership Coordinator

Department: Business Development

Reporting to: Membership Manager

Responsible for: N/A

Main Purpose of Job:

To proactively contact Chamber members to ensure they gain value from their annual membership subscriptions. To promote and encourage the uptake of new and existing services. To provide general sales and sales administration support.

Main Duties:

1. Contact members by telephone to promote specific services, products and events as required on a systematic rolling programme and help to retain their membership at renewal time providing a high level of customer service.
2. Respond to incoming enquiries from members, providing a high level of customer service and where appropriate referring members to colleagues.
3. Pass on sales leads to other relevant members of staff and update the customer database as appropriate.
4. Proactively contact existing member lists with a view of setting up membership qualified one to one meetings.
5. Follow all processes in relation to this role including maintaining the CRM accurately.
6. Support customer accounts as required by the business to optimise revenue and maintain customer service.
7. Maintain client communication; ensure customer requirements and our service offering are clearly communicated throughout the organisation.
8. Maintain an up-to-date knowledge of the Chamber's products and services to match employers needs and make appropriate referrals.
9. Identifying client needs and developing persuasive proposals to meet needs and opportunities.
10. Work collaboratively with internal partners and sales team members to drive revenue.
11. From time to time may be required to attend special events or customer meetings
12. Maintain client communication; ensure customer requirements and our service offering are clearly communicated throughout the organisation.

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.

