



*The Indy Chamber's mission is to drive economic growth in Central Indiana by bringing job and investment opportunities to the region, advocating for a pro-growth business climate, and connecting businesses to resources and each other.*

**Greater Indianapolis Chamber of Commerce**

**Job Expectations**

|                                  |  |   |
|----------------------------------|--|---|
| <b>Title</b>                     | Member Relations Manager   | <b>Exempt/Non-Exempt</b>                |
| <b>Reports to</b>                | Director of Sales  | <b>Date last revised: January, 2016</b> |
| <b>Supervises</b>                | NA   |   |
| <b>Summary</b>                   | <p>This position contributes to Chamber goals of membership, community, revenue, and relationship growth by carrying out the following.</p> <p>The Member Relations Manager is responsible for selling Indy Chamber memberships to businesses and organizations in Indianapolis and surrounding counties generally with less than 100 employees. This is accomplished by helping businesses realize the value of being an Indy Chamber Member. Member Relations Manager must engage prospects in conversations and uncover the specific services that the business considers valuable to their organization.</p> <p>Qualified candidates will need to demonstrate a proven track record of success in their ability to prospect, conduct sales meetings, follow up, and close sales. There is a monthly goal that must be reached by each Member Relations Manager.</p> <p>The Member Relations Managers works closely with the Director of Sales, retention coordinator, the events team, the marketing team to ensure coordination of communication and onboarding efforts.</p> <p>Compensation structure includes a base salary and commission</p> <p>The (position) is a highly visible representative of the Chamber and must display an exemplary manner of business and professionalism at all times.</p> |   |
| <b>Evaluation of performance</b> | Performance will be evaluated based on meeting the requirements of the job description; meeting specific goals and performance metrics for the position; working according to all policies and standards set by the Chamber; and consistently demonstrating established Chamber values.  |   |
| <b>Performance metrics</b>       | Performance metrics for this position will be established annually based on prospecting behaviors; number of new members and new member revenue.   |   |



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| <p><b>Key outcomes expected</b></p>                     | <p>Meet annual goals for the number of new members and revenue of the Indy Chamber:</p> <ul style="list-style-type: none"> <li>• Ensure prospective members and new members are aware of and understand the variety of Chamber benefits, programs, and resources.</li> <li>• Introduce new Indy Chamber initiatives as developed.</li> </ul> <p>Ensure exceptional sales:</p> <ul style="list-style-type: none"> <li>• Proactively stay in touch with potential new members until new members have been activated. Activation happens when both the application and the payment have been received. At that time, the Member Relations Manager should inform them about monthly orientation meetings (dates, times, what to expect, etc.).</li> <li>• Member Relations Manager should ensure applications are filled out completely and the Indy Chamber has a minimum of three contact names, titles, emails, phones etc. to enter into our system.</li> <li>• Enter information into the CRM system in a timely and accurate manner</li> </ul> <p>Actively participate as member of the Sales and Membership Services team:</p> <ul style="list-style-type: none"> <li>• Prepare for sales meetings and know at all times your pipeline, business sold, forecasting, etc.</li> <li>• Attend staff meetings as required.</li> <li>• Attend all Indy Chamber sponsored training and development sessions as required.</li> <li>• Attend 2 Indy Chamber events each quarter plus assist with major events as requested.</li> </ul> |
| <p><b>Critical skills, knowledge, and behaviors</b></p> | <p>Ability to aggressively prospect using various methods such as cold calling, referrals, social media platforms including LinkedIn. Excel at following up and close sales quickly and efficiently. Conduct a minimum number of prospecting behaviors on a weekly basis.</p> <p>Ability to learn and effectively use the Sandler Selling Methodology.</p> <p>Desire for ongoing personal growth and professional development.</p> <p>Demonstrates effective verbal, written, telephone, and e-mail communication skills.</p> <p>Demonstrates effective interpersonal skills; must be able to effectively communicate with a variety of individuals with diverse backgrounds, education, economic levels, and roles</p>   |



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|   | <p>within an organization.</p> <p>Demonstrates ability to effectively communicate with both internal and external customers and prospects.</p> <p>Proactive in anticipating and alerting others to problems with projects or processes.</p> <p>High attention to detail and accuracy.</p> <p>Takes initiative and needs little supervision.</p> <p>Able to prioritize, organize tasks and time, and follow up. Incorporates a balance of prospecting time, meetings, follow up and on-boarding every week.</p> <p>Performs responsibilities efficiently and timely.</p> <p>Able to juggle multiple requests and meet multiple deadlines.</p> <p>Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail) and Salesforce CRM.</p> <p>Is familiar with the Central Indiana business community.</p> |  |
| <b>Experience, education, degrees, licenses</b> | <p>A.A./A.S. in business, communications, marketing, or a related discipline; B.A./B.S. preferred.</p> <p>Must have at least 2-3 years previous sales experience with proven results.</p>  |  |
| <b>Physical demands</b>                         | <p>Must be able to work proficiently with computers and other office equipment.</p> <p>Outside sales requires 90-100% travel to customer offices, meetings, events, etc in Indianapolis and the surrounding counties. Work is generally conducted during traditional office hours (i.e. 8-5, but we do have events that take place early morning and after work).</p>  |  |
| <b>Work environment</b>                         | <p>Outside sales requires 90-100% travel to customer offices as well attend work related events and staff meetings</p>   |  |
| <b>Received</b>                                 |  |  |



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