



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

Title	Corporate Accounts Manager (CAM)	Exempt
Reports to	VP, Membership Sales	Date last revised: October, 2019
Supervises	N/A	
Summary	<p>This position contributes to the Chamber's goals of membership, revenue, community, and relationship growth through direct revenue development including, but not limited to corporate (typically 100+ employees) membership sales.</p> <p>The Corporate Accounts Manager (CAM) establishes and maintains relationships with corporate decision makers of medium and large Central Indiana businesses with a focus on new memberships and year 1 & 2 membership retention of new memberships sold by the CAM. This includes new business, renewals and upgrades.</p> <p>The CAM must possess collaborative skills and work with various constituents including department heads, members of the marketing and team, the board of directors, committees, volunteers, and others.</p> <p>The CAM is a highly visible representative of the Chamber and must always display an exemplary manner of business and professionalism.</p>	
Evaluation of performance	Performance will be evaluated at 90 days and then every six months 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.	
Performance metrics	Performance metrics for this position will be established annually based on new membership, retention, and upsell revenue.	
Key outcomes expected	<p>Meet or exceed all revenue and retention goals.</p> <p>Maintain a minimum of 2x revenue plan pipeline list in the CRM and is regularly contacting prospects to qualify.</p> <p>Plays a key role in maintaining relationships with existing members sold through regular conversations and meetings and works with internal stakeholders to address and resolve any dissatisfaction.</p> <p>Maintain up to date, accurate and complete account, contact, opportunity, activity data and notes in the CRM.</p>	



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	<p>Regularly attend Chamber functions and activities.</p> <p>Attend staff meetings as required.</p> <p>Attend all Chamber sponsored training and development sessions as required.</p>
<p>Critical skills, knowledge, and behaviors</p>	<p>Ability to prospect using various methods such as cold calling, referrals, and social media platforms including LinkedIn. Excel at following up and close sales quickly and efficiently.</p> <p>Conduct a minimum number of prospecting behaviors on a weekly basis (TBD).</p> <p>Manage a fast-pace schedule and properly allocate time on a weekly basis to prospecting, existing members, internal meetings, administrative tasks, and Chamber events to meet or exceed performance metrics.</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 interpersonal skills; must be able to effectively communicate with a variety of individuals with diverse backgrounds, seniority levels, education, and roles within an organization. The Corporate Accounts Manager must demonstrate skills working with high-level decision makers within large corporations.</p> <p>Possesses a deep understanding of the Indianapolis business community. Knowledge of state and local government is preferred, but optional. This person must exhibit a positive attitude regarding the Chamber with all internal and external stakeholders. As with all Indy Chamber employees, the Corporate Accounts Manager is always expected to represent the Chamber with the highest integrity and is never to engage in any controversy which might reflect poorly on him or her personally, or on the Indy Chamber organization.</p> <p>Strong orientation toward goal achievement.</p> <p>Proactive in anticipating and alerting others to problems with projects or processes.</p> <p>Takes initiative and needs little supervision.</p> <p>Able to prioritize, organize tasks and time, and follow up.</p> <p>Proficient in basic computer skills, i.e. Microsoft PowerPoint, Word, Excel, Internet usage (e-mail) and using the CRM.</p>
<p>Experience, education, degrees, licenses</p>	<p>Minimum 5 years direct sales experience with focus on mid-market companies.</p>



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Physical demands	Travel 70% of the time to Central Indiana locations, i.e. perspective and existing member locations, Chamber events, functions, etc.
Work environment	Daily work is generally performed in an office environment either at the Chamber or at a member location. Work from the Indy Chamber office when not at a prospect or member location. Events are generally held at either a public location, e.g. Convention Center, Indiana Roof, etc., or a member's facilities. These events may be before, during, and after traditional business hours (i.e. 8-5).
Received	

Critical Skills, Knowledge, Behaviors:

- Experience and success in selling new business
- Demonstrates prospecting experience and discipline as part of daily responsibility.
- Demonstrates effective verbal, written, and e-mail communication skills.
- Demonstrates effective interpersonal skills; and must be able to effectively communicate with a variety of individuals with diverse backgrounds, education, economic levels, and roles within an organization.
- Demonstrates strong presentation skills. Ability to facilitate both large and small group presentations.
- Demonstrates effective conflict management skills.
- Able to negotiate with and influence others.
- Demonstrates customer service orientation with both internal and external customers.
- Able to think logically and analytically.
- Proactive in anticipating and alerting others to problems with projects or processes.
- High detail orientation and accuracy.
- Takes initiative and needs little supervision.
- Able to prioritize, organize tasks and time, and follow up.
- Performs responsibilities efficiently and timely.
- Able to juggle multiple requests and meet multiple deadlines.
- Works well in a team environment and as part of a team.
- Proficient in basic computer skills, i.e. Microsoft PowerPoint, Word, Excel, Internet usage (e-mail).
- Demonstrates proficiency in basic mathematics.
- Demonstrated familiarity with the Greater Indianapolis 9-county region, significant companies, and individuals of influence and leadership.