



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	Member Relations Manager (MRM) – Hispanic Business Development	Exempt
Reports to	VP, Membership Sales	Date last revised: November 2019
Supervises	N/A	
Summary	<p>This position contributes to the Chamber's goals of new membership and revenue growth through direct revenue sales primarily, but not limited to, small and medium Hispanic businesses.</p> <p>The MRM must possess collaborative skills and work with various constituents including department heads, members of the marketing and events team, Hispanic Business Council, the board of directors, and others.</p> <p>The MRM is a highly visible representative of the Chamber and must 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.	
Performance metrics	Performance metrics for this position are based on new membership revenue, retention (yr. 1 & 2), and upgrade revenue. Result measures include achieving \$10k monthly budget. Key Performance Indicators (KPI's) include sales calls (minimum of 8 / wk.), pipeline (minimum of \$40k over 60 day close) and forecast accuracy (+/- 10%). Daily prospecting is also a requirement.	
Key outcomes expected	<p>Meet or exceed all revenue and retention goals.</p> <p>Maintain a minimum of 2 x revenue plan pipeline list in the CRM and is regularly contacting prospects to qualify.</p> <p>High customer satisfaction (measured in voiced customer issues)</p> <p>Maintain up to date, accurate and complete account, contact, opportunity, activity data and notes in the CRM.</p> <p>Regularly attend Chamber functions and activities and internal meetings / training as required.</p>	
Critical skills, knowledge, and behaviors	Bi-lingual proficiency (Spanish and English)	



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	<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>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</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 Member Relations 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>Proactive in anticipating and alerting others to problems with projects or processes</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>
Experience, education, degrees, licenses	<p>Bi-lingual proficiency (Spanish and English)</p> <p>New business direct sales experience with focus on small and mid-market companies</p>
Physical demands	<p>Travel 70% of the time to Central Indiana locations, i.e. prospective and existing member locations, Chamber events, functions, etc.</p>
Work environment	<p>Daily work is generally performed in an office environment either at the Indy Chamber or at a member location. Work from the Indy Chamber office when not at a prospect or member location.</p>
Received	

Critical Skills, Knowledge, Behaviors:

- Bi-lingual (English and Spanish)



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- 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.
- Able to negotiate with and influence
- Demonstrates customer service orientation with both internal and external customers
- 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, with emphasis on Hispanic businesses