



Job Posting: Membership Manager

Huron County Growth Partnership

Huron County Growth Partnership (HCGP) is a non-profit public-private partnership that facilitates business and community growth through economic development and chamber of commerce activities and services. HCGP aims to grow our community & economy, support businesses, secure resources for our community, and make a name for our community.

Job Description

The Membership Manager is responsible for driving the growth and engagement of HCGP's membership base. This involves attracting new members, retaining existing members, and maximizing their benefits and overall experience within the HCGP community. The Manager plays a crucial role in building relationships with members and prospects, understanding their needs, and advocating for their interests within HCGP.

The Manager will have strong interpersonal and organizational skills. They will possess a passion to grow their community and Huron County's business base. The Membership & Events Manager must maintain a high degree of competency and professionalism. Some of the work is confidential and requires significant personal interaction with high level corporate and governmental leadership.

Essential Accountabilities & Day-to-Day Functions

- *Membership Retention & Recruitment (30%)*
The Manager is responsible for retaining & growing HCGP's membership base through various methods which include outreach via phone, e-mail, and in-person, membership database management, surveying, and other methods of planning and communication.
- *Membership Programming & Events (25%)*
The Manager focuses on engaging members through planned events and activities. They design and execute events including planning logistics, coordinating with vendors, and managing event marketing and communication. Examples include but are not limited to business breakfasts, ribbon cuttings, and networking sessions.
- *Membership Benefits & Engagement (20%)*
The Manager will promote, drive utilization, and track the impact of HCGP's membership benefits. The Manager will have a deep understanding of the value of member benefits and strategically communicate this to the membership base and prospective members. The Manager will proactively seek opportunities to refine, improve, and develop new member benefits.
- *Strategic Integration of Membership with HCGP Operations (15%)*
The Manager will be the voice of HCGP's membership within the organization, constantly seeking opportunities to elevate the membership base and its needs. The Manager will liaise

with the Jaycees (Junior Chamber) and support cross-functional efforts that drive growth of the organization.

- *Special Projects & Other Duties (10%)*

In support of the goals of the role and the organization, the Manager may be required to assist with cross-functional projects and participate in organizational programs, marketing campaigns, or large-scale initiatives. This will include supporting HCGP's major contracts such as Norwalk Area Visitors Bureau. From time to time the Manager will collaborate across the organization to support economic development and community initiatives. Additional duties as assigned.

HCGP is results-driven, valuing professionalism, accountability, integrity, teamwork, and non-profit operational excellence. This position offers opportunities to grow with the organization. The Manager will be trusted with responsibilities such as planning, budget management, and external communications in coordination with their supervisor and central office. The Manager is expected to work collaboratively with their supervisor to determine the success of their efforts and the scope of work of the role through regular reporting and metric tracking.

The Manager will set and be evaluated on goals annually. The Manager is afforded membership into all relevant industry organizations including Chamber Professionals of Ohio and Association of Chamber of Commerce Executives. The Manager will have an individual development plan as well as an annual personal professional development budget.

Qualifications

- 4+ years in business administration, non-profit, or related field.
- Bachelor's Degree required.
- Proficient in computer software including Microsoft Office Suite.
- Must be willing to learn industry specific software.
- Strong interpersonal skills and ability to communicate effectively orally and in writing.
- Entrepreneurial spirit and growth mindset.
- Must be able to prioritize tasks and time with minimal supervision and work as an effective team member.
- Valid driver's license required and the ability to lift 25 lbs.

Compensation

The Membership Manager is a full-time, salaried position. The position is typically daytime hours but may be required for after-hour meetings and events as needed. Salary will be commensurate with experience and qualifications.