

Position Summary:

The Member Engagement Manager is responsible for managing the Chamber's member renewal and retention processes. This individual also is highly involved in member engagement activities including the onboarding of new members, coordinating event logistics for new member orientation events, and new member recruiting activities.

Role & Responsibilities:

- Oversee and administer the Chamber's new member onboarding program
- Accountability and responsibility for administering the Chamber's member retention program
- Responsible for planning and fully executing membership driven events, including C-Level Luncheons, New Member Breakfasts, and Get Connected programs
- Ensure data integrity in Weblink (CRM) by updating accurate account details and contact information for members and prospects

Reports To: Senior Director, Member Engagement, Jennifer Williamson, jwilliamson@novachamber.org

Minimum Experience Requirements:

Bachelor's degree

Relevant experience working for a membership organization

Excellent interpersonal and relational skills, and high emotional intelligence

Strategic/critical thinking abilities and skill in tactical execution (including writing and editing)

Ability to ensure attention to high level of detail and follow-through, often actively supporting multiple activities with competing deadlines

Display stellar communications skills, including the ability to present to small and large groups and craft content for use on a variety of different mediums

Demonstrate a member-first attitude, caring deeply about providing a best-in-class experience for every Chamber member

CRM experience (Weblink / Memberclicks preferred)

Microsoft office suite

About Northern Virginia Chamber of Commerce

About the Northern Virginia Chamber of Commerce: The Northern Virginia Chamber of Commerce (Northern Virginia Chamber), formerly the Fairfax County Chamber of Commerce, the Voice of Business in Northern Virginia™, represents local employers with more than 500,000 regional employees. The Northern Virginia Chamber is the leader in advancing innovative solutions to the region's priorities in transportation, education, workforce, and economic opportunity. For 90-plus

years, the Northern Virginia Chamber has been working hand-in-hand with companies in the region to build a strong business community. To learn more about the Northern Virginia Chamber, please visit <http://www.novachamber.org> and follow the Northern Virginia Chamber on Twitter: @NOVAChamber