

Position: Membership Services Associate
Reports to: Executive Director
Date: Immediate opening; Position open until filled
Status: Part-Time, 15 hrs/week
Salary: \$18/hour

ORGANIZATION DESCRIPTION & MISSION

Plexus is the only LGBTQ+ business and professional organization in the region. Through social events, networking, and educational programming we seek to strengthen and support people in their business efforts and professional lives. Plexus advocates on behalf of the LGBTQ and Allied community by educating and creating awareness about workplace equity, diversity and inclusion and the positive impact of LGBTQ+ owned businesses on the economy.

POSITION DESCRIPTION

Working closely with the Executive Director, the Membership Services Associate position is responsible for maintaining and growing Plexus membership through retention and new member acquisitions. The successful candidate will report directly to the Executive Director and work collaboratively with staff, Board members, and volunteers. The Membership Services Associate will exercise a high degree of initiative, leadership, and confidentiality.

Key Competencies: Creative, self-motivated, confident, results oriented individual with the ability to manage several tasks simultaneously and work in ever-changing environments and situations. Must exhibit success in customer service, project management, and data management/CRM databases. Must effectively manage a strong sense of urgency; and possess excellent verbal and written communication skills, exceptional customer service skills, along with a professional, mature attitude while remaining calm under pressure.

ESSENTIAL JOB RESPONSIBILITIES

- ✗ With the guidance of the Executive Director, works closely to develop and deliver services that enhance membership, overall membership retention, and future member outreach
- ✗ Assists the Executive Director and the Membership Committee with strategies and plans to successfully retain members
- ✗ Manages the database, tracking and fulfillment of member benefits, maintain a fresh and up to date member directory, identify LGBTQ+ owned businesses and support the certification process
- ✗ Assists with ribbon cuttings, new member orientation, anniversaries, tabling, and other Chamber member events as needed
- ✗ Strives to develop a better public understanding of Plexus and LGBTQ+ business needs

- ✗ Ensures Chamber growth by promoting available programs and services
- ✗ Actively support and participate in Membership committee and Ambassador team.
- ✗ Demonstrates excellent customer service and professionalism
- ✗ Coordinate and execute outreach to members at set touchpoint/outreach dates
- ✗ Follow up with prospects and courtesy members
- ✗ Successfully close new membership sales and follow the onboarding process
- ✗ Maintain membership reports including prospecting, high risk members, engagements and retention audits
- ✗ Input members' activity, feedback, and communication through Chamber CRM
- ✗ Remain informed and up-to-date with Chamber benefits and events
- ✗ Engage with current membership through email, phone call, and zoom calls or in person

REQUIREMENTS

- ✗ 3-5 years of experience working in a corporate or non-profit setting, similar work in small business setting also applicable
- ✗ Experience working in a Chamber, association or other membership organization a plus
- ✗ Experience working in CRMs such as; Chamber Master, Raisers Edge, SalesForce, etc.
- ✗ Proven ability to achieve set number of prospecting/outreach calls per day/week to advance sales goals
- ✗ Proficiency with Microsoft Office and ability to compile monthly documents and reports
- ✗ Very strong relationship development, interpersonal skills, and professional presence
- ✗ Strong written and verbal communication skills
- ✗ Demonstrated ability to work autonomously, take initiative and think innovatively, prioritizing key work and managing simultaneous objectives

WORK ENVIRONMENT & SCHEDULING REQUIREMENTS

- ✗ While this position is based in the Plexus office locations in Cleveland and Akron many aspects of this role may be fulfilled through periodic telecommuting as determined appropriate and in conjunction with project supervision.
- ✗ Must be available during standard business hours
- ✗ Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time

OTHER CONSIDERATIONS:

- ✗ Must be able to remain in a stationary position 50% of the time.

TO APPLY

- ✗ Submit cover letter, resume and references to jobs@workinprogressconsulting.net
- ✗ Applications accepted until position filled.

Plexus is an equal opportunity employer and welcomes diversity in our employees. We do not discriminate and will take measures to ensure against discrimination in employment, recruitment, compensation, termination, promotions, and other conditions for any employee or job applicant on the basis of race, color, national or ethnic group, ancestry, gender, age, religion, creed, disability, military or veteran's status, sexual orientation, gender identity or gender expression.