



### **Member Services Manager (40 Hours/Week)**

The Brighton Chamber of Commerce is the principal voice of the Brighton area business community. In a spirit of cooperation, and through a collective effort, our mission is to provide, maintain and enhance a favorable business and social environment for chamber members. The chamber will provide leadership, resources, programs and services intended to expand the Brighton area market base through controlled growth, and increase the economic activity by implementing the most effective use of private and public resources.

#### **Knowledge, skills and abilities required:**

- Solution orientated and self motivated to help carry out the mission of the organization with a personable, outgoing, and professional demeanor and appearance
- Computer literate with Microsoft Office – specifically with Publisher, Excel, Word, and Outlook
- Protect the reputation of the Chamber through integrity and strict confidentiality as needed by maintaining an atmosphere of team work both in the office environment and outside when representing the Chamber
- Excellent communication skills, both verbally and in written form
- Good organizational skills with ability to prioritize as needed
- Adhere to all policies and guidelines set by the Executive Director and Chamber Board
- Ability to move at a fast pace and adapt to change as necessary

#### **Essential job functions:**

- Manages new member recruitment and sales process including outreach efforts, initial member meetings and input into Chamber Master
- Answers phones, assisting callers by providing information about the Chamber, and taking messages when the President & CEO is not available
- Greets walk-in visitors that include members and general public and fulfilling informational requests when Community Concierge is unavailable
- Provide office management and operations support where identified by President & CEO
- Provides assistance to the President & CEO with the implementation of successful and well-attended events throughout the year. This includes ribbon cuttings, chamber luncheons, new member orientations, business after-hours, the annual awards banquet, golf tournament, and duck race
- Manages Chamber committees including Non-Profit council and IMPACT Brighton; supporting Chamber efforts on other committees including Ambassador Program and Board of Directors.
- Manage Community Concierge and internship positions in partnership with President & CEO, noting final approvals, questions and concerns will be addressed by the President and CEO.

- Assists with updates to the Chamber web site and collects information for the weekly email update to membership
- Provides training and education to members on the benefits of "Chamber Master" and how to utilize it
- Communicates on a regular basis with President & CEO regarding any challenges and successes experienced by this position.
- Assists in membership retention by maintaining regular correspondence with members including event reminders, weekly retention calls, follow-up to member surveys, and assisting in strategies to help members better understand their benefits
- Performs other duties within employee's capabilities as directed by the President & CEO

To apply for this position, please provide cover letter and resume by 5:00 PM October 6, 2017 to Naomi Colwell, [Naomi@BrightonChamber.com](mailto:Naomi@BrightonChamber.com) or mail to:

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