

Position Description

Position Title:	Membership Coordinator		
Date:	December 2018	Reports to:	Chief Executive Officer – Taranaki Chamber of Commerce
Location:	Based in New Plymouth, Taranaki	Direct Reports:	Nil
Position Purpose:			
<p>This position is responsible for attracting, retaining and growing membership of the Taranaki Chamber of Commerce (TCC) (including BARA), through the communication of programmes, events, offers and membership benefits that encourage the engagement of existing and prospective members. Duties are to be carried out in a timely and efficient manner, whilst adhering to the policies and procedures in place at all times.</p>			
Position Objectives:			
<ul style="list-style-type: none"> • Attract, retain and grow membership, including the Business and Retail Association (BARA), throughout Taranaki • Manage correspondence with clients • Monitor membership accounts • Provide data and reports on memberships • Monitor and achieve sales targets and annual KPIs • Build and forge results through relationships 			
Accountabilities and Responsibilities:			
<p>Membership</p> <ul style="list-style-type: none"> • Acquire, retain and grow TCC membership • Actively seek new business and follow up appropriately • Liaise with other TCC staff to identify member opportunities • Schedule appointments and personal visits with prospects • Liaise with the BARA Coordinator to assist with the growth of BARA membership • Ensure all new membership applications are forwarded promptly for processing • Maintain knowledge of goals, objectives, events and services provided by the TCC • Maintain knowledge of member benefits and assist members in taking full advantage of their membership • Actively support and participate in TCC events and programmes • Liaise with Accounts, Administrator and CEO to manage member withdrawals <p>General</p> <ul style="list-style-type: none"> • Provide support and assistance to TCC daily operations • Liaise with the Marketing and Communications Coordinator to assist with marketing when required • Liaise with the Administrator and Marketing and Communications Coordinator to ensure maintenance of the membership database • Liaise with the Events Co-ordinators and Partnership Manager as required 			

- Attend regular team meetings
- Answer phone calls in a polite and prompt manner
- Establish a good working relationship with all staff
- Attend training for personal development as required
- Any other reasonable duties as assigned by the CEO
- From time-to-time additional hours may be required (to be discussed with the CEO)

Health & Safety

Comply with all health and safety requirements as directed by the Chief Executive Officer, including:

- Complying with the requirements of the Health and Safety at Work Act 2015 legislation
- Complying with all reasonable TCC health and safety policies and procedures, including emergency procedures
- Notifying the Manager of new hazards as identified
- Notifying the Manager of any accident or near miss accident (injury or non-injury) and complete an accident report
- Participating in health and safety meetings and discussions

Identified Work Hazards: Use of computer and associated technology; necessity to file within moveable filing system; driving to and from clients if required.

General Standards of Conduct

- Maintain a professional standard of dress and conduct (e.g. punctuality and reliability)
- Consistently act in the best interests of the TCC
- Ensure the highest standards of integrity and conduct so as to maintain the reputation of TCC and its individual members of staff.
- Ensure the needs of internal/external customers are met in a prompt manner
- Communicate with all TCC employees, contractors and clients effectively and efficiently
- Lead by example
- Maintain the confidentiality of all business related information including revenue, budgets, supplier's costs, bank balances and all other internal matters of any nature.
- Initiate ideas and strategies to constantly improve the infrastructure supporting each client and the efficient operation of TCC
- Work as a team member to maintain a pleasant work environment
- Ensure the respectful and responsible use of all company equipment, including motor vehicles

Key Internal and External Contacts:

Chief Executive Officer
 TCC Staff
 Members of the TCC
 Business Owners
 Other Stakeholders

Person Specification - Qualifications/Experience/Skills/Competencies required to perform the role effectively:

- Strong organisation, time management and multi-tasking skills
- Detail oriented
- Previous sales experience
- Self-starter with a professional appearance
- Ability to prospect/cold-call new businesses
- Proficient in Microsoft Office products including Outlook, Excel and Word
- Must have/maintain a dependable vehicle with proof of license and insurance
- Strong verbal and written communications skills
- Ability to offer new ideas, concepts, solutions, etc.
- Capable of maintaining sensitive/confidential information
- A team player that works well in an adapting environment
- Ability to build and sustain strong relationships
- Exceptional people skills with an outgoing personality
- Flexible schedule