

**ALBUQUERQUE HISPANO CHAMBER OF COMMERCE  
PERSONNEL - JOB DESCRIPTION**

**JOB TITLE:** MEMBER ENGAGEMENT SPECIALIST I

**DEPARTMENT:** MEMBERSHIP

**SUPERVISOR:** MEMBERSHIP MANAGER

**EMPLOYMENT STATUS:** Exempt, Regular, Full-Time, Salary + Commission

**POSITION SUMMARY:** This Member Engagement Specialist I position is responsible for selling memberships to prospective non-member businesses by communicating the benefits of Chamber membership. This position will provide direct, one-on-one navigation services to AHCC members, small businesses and corporations in specific business areas. This position will serve as a strategic resource for our members. **This position has a 90 – day probationary period and your effectiveness will be reviewed at 30, 60, and 90 days.**

**PERFORMANCE REQUIREMENTS:**

- Goal of \$6,500 in new sales monthly required after probationary period has been completed.
- Provide direct, one-on-one navigation services to AHCC members, small businesses and corporations in specific business areas.
- Serve as a strategic resource for our members.

**SUMMARY OF MAJOR DUTIES AND RESPONSIBILITIES:**

- Responsible for selling memberships to prospective non-member businesses.
- Responsible for servicing and retaining existing relationships (1<sup>st</sup> year of membership).
- Develop excellent knowledge of Chamber features and Member benefits in order to communicate with new members and address their needs and objectives.
- Cultivates member relationships to help build the strongest possible foundation for their business, enhance their capacity and develop a strategic approach to reach their full potential and achieve profitable growth.
- Report directly to Membership Manager daily on all activities.
- Facilitate the Orientation of new members
- Responsible for Collection of new member dues.
- Attend and participate in Sales meetings, Training and Coaching sessions as scheduled.
- Update Sales and Renewal pipelines daily and weekly in reports to Manager.
- Update Membership database with pertinent data relative to all communications with members.
- Attend and participate in AHCC Member events i.e., New Member orientations, New Member breakfasts, Member luncheons and Afterhours Networking events as scheduled.

- Perform additional tasks and assignments related to Special Projects as required and other duties as assigned.
- Observe AHCC office hours Monday – Friday 8am – 5pm, plus weekend and after hours work as assigned.
- Reliable transportation and auto insurance is required for outside sales activity.

## **QUALIFICATIONS**

High School graduate, college degree preferred, minimum three years direct sales experience, excellent communication skills, strong organizational and planning skills, ability to manage appointment schedule and work independently in a fast paced environment, strong team orientation, meet/exceed sales goals. Must have a good working knowledge of business research, sales, marketing and customer service. Bi-lingual speaking and writing abilities are a plus.

## **KEY COMPETENCIES**

- Ability to recognize opportunities to connect AHCC members with economic resources offered by both the Chamber and membership.
- Knowledge of business research, sales, marketing and customer service.
- Have a basic understanding of business financial statements.
- Basic knowledge of Microsoft Office Suite.

## **PHYSICAL DEMANDS**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged sitting or standing for long periods of time.
- Frequent walking.
- Frequent bending, stooping, reaching, pushing and pulling.
- Occasionally will lift up to 20 pounds.
- Normal vision range.
- Normal sensory ability to smell.
- Frequent rapid mental/hand/eye coordination and manual dexterity.
- Continuous talking in person and by phone in a clear and audible speaking voice.
- Continuous hearing in person and by phone from normal or whispering voice.
- Usual office environment.

## **LIMITATIONS AND DISCLAIMER**

The above job description is meant to describe the general nature and level of work being performed; it is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required for the position. This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees will be required to follow any other job – related instructions and to perform other job – related duties requested by their supervisor in compliance with Federal and State Laws. Continued employment remains on an “at – will” basis.

I have reviewed this job description and qualifications and understand the responsibilities and essential functions of the job.

I have received a copy of my job description. I am qualified and will perform the responsibilities and functions included with this job description.

\_\_\_\_\_  
Employee Date: \_\_\_\_\_

\_\_\_\_\_  
Chief Financial Officer Date: \_\_\_\_\_