**Contract:** Permanent, full-time (35 hours per week). Part time also considered at a minimum of 28 hours per week  
**Based at:** Derby, Leicester, Nottingham or Chesterfield with agile working. Additional travel required   
**Salary:** £21,840 per annum

**1. MAIN PURPOSE OF THE ROLE**

The Membership Account Manager, alongside the membership function, is responsible for creating and maintaining high-quality communications and relationships with members to ensure that they access and experience excellent service(s) from the Chamber resulting in member retention.

The role will contribute to an approachable, informed and friendly tone for customer interactions, and be comfortable interacting with business contacts by phone, video call, in writing and occasionally in-person.

**2. POSITION IN ORGANISATION**

* Reports to the Sales & Marketing Director.
* Ad-hoc liaison with the Director of Partnerships.
* Day-to-day liaison with the Membership Coordinator, Chamber Advisers, Membership Account Managers and other colleagues.
* Day-to-day liaison with customers.

**3. DUTIES AND KEY RESPONSIBILITIES**

* Provide an excellent level of customer service to all members, in particular the given portfolio.
* Continually learn about Chamber services and keep up to date with changes.
* Promote the benefits of Chamber membership which includes a wide range of events, webinars, services and financial savings.
* Engage with sales campaigns throughout the year to promote Chamber events which feature in the annual programme of the Chamber.
* Record all interactions accurately and succinctly on the Chamber’s Customer Relationship Management system, Microsoft Dynamics.
* Communicate with colleagues to connect the wider Chamber to appropriate members.
* Positively contribute to key performance indicators including sales and retention targets.
* Create and maintain quality interactions with members leading to greater retention rates.
* Calm under pressure and passionate about improving member understanding of the service(s) they can access.
* Communicate effectively and consistently with business contacts by phone, video call, in writing and occasionally in-person.
* Generate suitable bookings for member events and maximise engagement including attendance.
* Utilise excellent organisational and prioritisation skills to manage a customer led workload.
* Occasional out of hours work will be required (i.e., evenings and early mornings).
* Embrace the Chamber vision and values, and demonstrate them throughout your working day.
* Any other reasonable duties as required.

**4. PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
| **Knowledge**   * Knowledge of Chambers of Commerce * Knowledge of the business support landscape in the counties of Derbyshire, Nottinghamshire and Leicestershire |  | desirable  desirable |
| **Experience**   * Relevant and demonstrable experience of managing a varied portfolio of businesses * Working with a diverse range of businesses – different sectors and sizes * Engaging with business leaders at all levels and an ability to change approach depending on the circumstances * Providing excellent customer service predominantly by phone, video call or in writing with occasional in-person activity * Successfully working within a hybrid workforce | essential  essential  essential  essential  essential |  |
| **Qualifications**   * Project management |  | desirable |
| **Skills and Abilities**   * Strong desire for innovation and able to envision and gain agreement on workable value-adding business solutions * Excellent organisational and administration skills * Strong communicator (written & oral skills) * Driven to generate results and a high level of resilience * Highly motivated - can work as part of a team and independently * Self-starter * High level of skill in Microsoft Office and cloud-based applications (SharePoint, OneDrive) * Experience with a Customer Relationship Management (CRM) system * Adaptable with great rapport building * Organised and meticulous * An understanding of social media and it’s benefits to connecting with customers | essential  essential  essential  essential  essential  essential  essential  essential  essential  essential  essential | desirable |
| **Personal attributes**   * Takes responsibility * Celebrates and is proud of success * Supports others and works well with a team * Creative and challenges tradition * Must be dependable and reliable * Must be able to exercise tact and diplomacy at all levels * Must be able to work under own initiative | essential  essential  essential  essential  essential  essential  essential |  |
| * Full driving licence (able to drive in the UK for business purposes) * Willing and able to use own transport to visit other offices and occasionally customer sites * Must be prepared to work flexibly in terms of working hours | essential  essential  essential |  |

**5. ADDITIONAL INFORMATION**

This role is eligible to participate in the Chamber’s agile working policy.

Employee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_