

POSITION DESCRIPTION

POSITION TITLE:	Membership Services Executive
LOCATION:	Darwin Head Office
RESPONSIBLE:	Marketing and Events Manager
ATTACHMENT:	Selection Criteria
<u>OVERALL OBJECTIVE:</u>	To contribute to the achievement of the Chamber's strategic Vision, Mission and Goals – primarily through the encouragement of membership recruitment and retention.

SPECIFIC RESPONSIBILITIES:

MEMBERSHIP

- Identify industry sectors for membership recruitment.
- Identify individual leads for new membership
- Visit potential members and sell the benefits of membership of the Chamber
- Develop and implement the Member to Member benefits scheme
- Guide new members through the initial sign up process and follow it to completion
- Enter visit details and contacts on database
- Be fully conversant with all Chamber services in order to maximise sales opportunities (cross selling and upgrading)
- Coordinate member retention activities as determined by Marketing & Events Manager
- Work to programs and projects as per the departmental strategic plan

GENERAL

- Attend appropriate Chamber functions
 - Attend relevant Chamber meetings including staff and membership meetings
 - Comply with Chamber policies and procedures
 - Perform other duties as directed by the Marketing and Events Manager.
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SELECTION CRITERIA:

EXPERIENCE:

Essential:

- Demonstrated ability in time management to achieve set targets.
- Well developed organisational skills
- High level of professional integrity and commitment to confidentiality
- Demonstrated ability to be an effective team player
- Proficient in the use of Microsoft office suite of programs
- Ability to develop effective relationships
- Ability to learn quickly
- Own a vehicle
- Possess a driver's licence

Desirable:

- Demonstrated ability in sales in a service culture and a comprehensive understanding of the principles of exceptional customer service

PERSONAL ATTRIBUTES:

- Courteous at all times and present well in a professional environment
- Friendly outlook
- Ability to mix well with all sectors of the community

SALARY: Negotiable, dependent on experience.

HOURS: Full time position.

CONDITIONS: As per Employment Contract. A three month probationary period will apply.