Position Announcement

Release Date: May 24, 2012

Application Deadline: June 12, 2012

Position Title: Membership and Programs Manager

Position Type: Full Time

Annual Salary: DOE

Benefits: Full medical/dental after 90 days; 15 days PTO

Reports to: Executive Director, Capitol Hill Chamber of Commerce (CHCC)

About the Organization: The Capitol Hill Chamber of Commerce (CHCC) was established in 2007 as a 501c6 non-profit with a mission of promoting economic health and vitality in the Capitol Hill community at large. The CHCC serves to advocate for the Capitol Hill community with the City of Seattle and other public agencies, markets and promotes our members and connects the Capitol Hill community by building bridges and fostering community. The CHCC coordinates and produces several of the neighborhood's events including the Blitz Arts Walk, Halloween events, and our annual Clean Sweep event. The CHCC strives to serve as the voice of the Capitol Hill community with respect to issues involving public policy, planning and quality-of-life issues.

Position Description

The CHCC is currently seeking a highly motivated Membership and Programs Manager. This is a full time position, with full benefits available after 90 days. The Membership and Programs Manager will work independently and as a team member to create and implement strategies to retain and recruit members for the CHCC. They will work improve the member experience by producing impactful member benefits. The Membership and Programs Manager will work closely with the Executive Director and community stakeholders to develop and manage membership strategies and programs to support the organization. The Membership and Programs Manager will also be responsible for coordinating the mitigation work that the Chamber is responsible for in working with Sound Transit.

This position is considered pivotal to the continued growth and success of the Capitol Hill Chamber of Commerce

Role/Responsibilities:

- Builds and sustains strong member relations through attentive detail in handling member requests
- Develops strategies to improve membership retention and stimulate member growth
- Develops and implements an annual membership marketing plan to grow all segments of CHCC membership
- Maintains membership database, including membership registration and renewal, billing, and creating reports as needed
- Coordinates and implements all membership recruitment campaigns(direct mail, e-mail, social media, etc)
- Manages day-to-day membership relations: responding to inquiries from prospective members, tracking and responding to prospective and current members
- Identifies, develops and implements mutually beneficial collaborations with other organizations to promote CHCC membership
- Manages communications with members, including writing and producing content for the organization's monthly newsletter, contributes to the organizations social media content and updates content on the CHCC website, including content around current member information, benefits and member programs
- Develops strategies and activities to encourage member involvement in association activities and build a sense of community among members and constituents (identify member engagement opportunities)
- Serves as the liaison between the Membership Committee, Board of directors and staff
- Represents the CHCC at community events and forums

Required Skills and Education/Experience:

- Bachelor's Degree from a four year accredited college/university
- Excellent written and verbal communications skills
- Comfort and ability communicating to a wide variety of stakeholders and audiences
- Strong organizational skills and attention to detail
- Proven experience managing projects
- Excellent multitasking skills
- Familiarity with the Capitol Hill community
- PC experience with Windows operating systems, Microsoft Office and a variety of software programs
- Database management

- Demonstrated customer experience focus
- Commitment to the economic and cultural health and vitality of the Capitol Hill community
- Previous non-profit experience a plus

Interested Candidates please send letter and resume to:

Capitol Hill Chamber of Commerce (CHCC)
1641 Nagle Place
Suite 003
Seattle, WA 98122
Attn: Executive Director
Email: michael@caphillchamber.org

*No phone calls, please