

**HOWARD COUNTY CHAMBER OF COMMERCE**  
**Position Description**

**MEMBERSHIP ASSISTANT**

**REPORTS TO:** Director of Membership

**NATURE OF POSITION:** Full-time. Non-Exempt/ Hourly

**SUMMARY:** The Membership Assistant position provides administrative support and related duties. This position is highly interactive requiring a professional image and excellent communications skills. The individual maintains records and updates membership information in the Chamber database, provides information to members and the community, assists with Member Orientations, and performs support activities including typing, filing, copying, computer operations, telephone service, meeting minutes recordation, and project management. The Membership Assistant is also the staff liaison for the Young Professionals Network.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

- Courteously welcomes and assists all visitors to the Chamber office
- Answers and directs incoming calls and provides referral info to callers
- Sorts and distributes daily mail
- Responds to email requests at [info@howardchamber.com](mailto:info@howardchamber.com)
- Data entry of new members and maintenance of the membership database
- Coordinates member ribbon cuttings and manages Chamber conference room schedule
- Makes check-in calls to the general membership and assists the Director of Membership in answering member questions and trouble shooting.
- Prepares routine membership correspondence, i.e., new member welcome emails and renewal thank-you letters
- Assembles new member welcome kits and prospect packets
- Supports the membership department, general staff, and board of directors by running reports and preparing prospect materials
- Manages the YPN program operations and supports the Director of Membership on applicable committees
- Assists other departments with programs, projects, events or other related duties

**NON-ESSENTIAL/PERIPHERAL FUNCTIONS:**

- Involvement in civic or philanthropic organizations

**POSITION REQUIREMENTS:** To perform the job successfully, an individual should demonstrate the following competencies:

- Customer Service – the individual exhibits the ability to get along well with others, is open to new ideas, makes self-available to current Members and prospects, accepts responsibility and provides an exceptional level of service to internal and external customers. The individual conveys information in a professional and courteous manner in positive or negative situations and demonstrates excellent interpersonal skills.

## Membership Assistant Job Description

- Problem solving – The individual identifies errors or problems and gathers the proper information to resolve issues efficiently and in a timely manner.
- Accountability– The individual exhibits sound judgment, makes timely decisions and accepts responsibility for results.
- Writing Skills – Must possesses excellent written, verbal and interpersonal skills.
- Technical skills – The individual demonstrates a working knowledge of computer operations, cash control procedures, and information management systems.
- Team player – the individual works well with other staff members and recognizes that a job well done is far more important than individual recognition.
- Time Management/ Organization – the individual places a high priority on attention to detail and efficient organization of their workspace and works with a sense of urgency, possessing the ability to prioritize time-driven assignments with minimal supervision. The individual is conscientious in the delivery of projects and continuously looks for ways to improve efficiency, product quality and information accuracy.
- Safety and security – The individual actively promotes and personally observes safety, security and confidentiality procedures, and uses materials and equipment responsibly.

### **MINIMUM QUALIFICATIONS:**

- Associates degree in marketing, business or related field of study or equivalent experience;
- Previous association or non-profit experience preferred, not required;
- Good presentation skills, both verbal and written; excellent face-to-face and telephone communication skills; strong customer relationship and client relationship skills;
- Strong computer skills, familiar with Microsoft Office, and sales management database systems.

**PHYSICAL FUNCTIONS:** Tasks involve the ability to exert very moderate physical effort in light work, typically involving stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (up to 40 pounds).

The Chamber is an equal opportunity employer.