

Houstonfirst

Job Posting

Position:	Membership Development Manager
FLSA:	Exempt
Department:	Event Services and Membership
Reports To:	VP of Event Services and Membership
Location:	Partnership Tower
Workday and Hours:	Monday through Friday, some evening, and weekends.

SUMMARY: Increase the GHCVB Membership and retain existing members. Works closely with the Executive Director of membership to develop key retention programs and promotions for soliciting and growing the membership. Promotes and exemplifies the company's mission, represents department objectives and interest inside the company and to external members

ESSENTIAL DUTIES AND RESPONSIBILITIES: (individual duties, assignments and responsibilities required of the position)

- Identify new member prospects and establish relationships to qualify and close the sale and also assist current members with maximizing their membership value.
- Utilizes all resources and tools to develop and create an innovative plan to solicit and identify potential members.
- Achieve assigned sales and revenue goals.
- Maintain an active list of prospective accounts and recruiting new members through cold-calls, sales leads, and telemarketing activity.
- Prospecting is required and attending all Membership related events, participating in appropriate B2B, B2C and Community engagement opportunities is expected.
- Excellent customer service with members and prospects is expected.
- Required knowledge of the Customer Relations Manager (CRM) the key support software tool for member information, updating sales, traces, business and contact information, notes and communications is a daily requirement.
- Prepare and submit weekly and monthly reports.
- Assist in the development and promotion of innovative Membership programs and services while providing briefings on sales activities, challenges and critical success factors, etc. in a time sensitive manner are necessary.



- Actively supports and participates in all membership sponsored programs and events; showcases, membership orientation, educational programs.
- Follows up on telephone calls, e-mails, requests, complaints and challenges.
- Responds in a timely fashion to internal and external requests.
- Collect feedback from new, existing and cancelled members to evaluate how to better serve members and prospects.
- Develops and promotes teamwork and cooperation among co-workers and demonstrates a sense of urgency in completing work and addressing the needs of the department.
- Other duties and special projects as required.

SUPERVISORY RESPONSIBILITIES: (personnel supervision, budgets, performance, etc.)

- This position will assist the Vice President of Membership and Events, as directed in supervision of Membership Coordinator.

EDUCATION AND/OR EXPERIENCE: (special training, certifications, college degree, etc.)

- Bachelor's Degree in Business Administration or related field.
- Five to 10 years of Sales experience.

KNOWLEDGE, SKILLS AND ABILITIES:(technical, communication, interpersonal, etc.)

- Strong computer skills - Microsoft Office Suite, CRM preferred
- Professional oral and written communication skills
- Effective communication skills with the ability to work well with others
- Ability to multi-task and work in a high volume and sometimes stressful environment
- Strong interpersonal skills with all levels of the organization
- Analytical and critical thinking skills are essential
- Self-motivated and directed. Team player who excels in a collaborative environment.
- Maintains a positive, upbeat attitude and role in the organization.
- Must have a valid driver's license with a clean driving record and current car insurance to include full coverage

WORK ENVIRONMENT: (overtime, travel, physical demands, and conditions)

- No major sources of discomfort; essentially normal office environment with acceptable lighting, temperature and air conditions.
- Periodically be available for early morning, evenings and weekend event management.
- Carry and lift boxes of up to 20lbs.

ANNUAL SALARY: Commensurate with experience

BENEFITS: Medical, Dental and Vision insurance



401(K) (100% match up to 6%)
Paid Holidays (10 Days)
Paid Time Off (120 hours, first year prorated)
Health Reimbursement Account and Flexible Spending Account
Tuition Reimbursement (Up to \$5,200.00 annually)
Paid Basic Life & Accidental Death and Dismemberment
Paid Short-term and Long-term Disability Pay

POSTING DATE: June 2, 2021

CLOSING DATE: Until filled

APPLICATION PROCEDURE:

- 1) Fill out a "CCSI Application" (DBA Houston First) and attach a current resume.
- 2) Submit both, application and resume, to Human Resources at hjobapplications@houstonfirst.com
- 3) All current team members are to complete Request to be Considered form prior to applying (HFConnect under HR tab, Talent and Acquisition)

The individual selected for the position described above will be employed by Convention and Cultural Services, Inc., and in accordance with an existing Services Agreement, will perform services for Houston First Corporation.

An equal opportunity employer.

