



**Position:** Director, Investor Engagement

**Reports To:** Vice President, Investor Engagement

**Status:** Exempt

**Compensation:** Up to \$80,000, inclusive of a performance-based quarterly bonus.

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### **Scope of Position**

The Greater Akron Chamber (GAC) is seeking an energized, goal-oriented, competitive, and highly organized individual for the position of Director, Investor Engagement. This role will play a key part in the Chamber's Membership department as they work to retain existing memberships at the Investor level and sell/recruit new memberships as well. In addition to retention and new membership sales, this role will be expected to provide providing support on troubleshooting issues with members, internal processes and operations.

Strong candidates for this role understand the importance of relationships, are comfortable making an ask, closing a sale, and have a team-oriented attitude.

### **Essential Functions**

- **Investor Member Retention:** This role will be responsible for managing a set number (~200) of relationships with businesses at the Investor Level of membership. These entities join the organization not just for individual benefit but also to be engaged in the work of the organization and to support the work the Chamber does throughout the region. This role will develop relationships with each member in their portfolio, understand areas of interest, and engage with the members and key contacts regularly to ensure ongoing value for their membership. The individual in this role will be measured based on the retention level of members in their portfolio.
- **New Investor Member Sales:** This role will be responsible for managing a pipeline of potential Investor Level members and working through the Chamber's process to transition these businesses from prospects into members. The Chamber has an existing, proven framework for pipeline creation and management and the individual in this role will be expected to follow the process. The individual in this role will be expected to set and achieve quarterly goals on the number of new Investor member sales.
- **Membership Department Support:** In addition to the retention and sales at the Investor level of membership, this role will provide additional capacity to the membership department, where needed, to troubleshoot membership issues, answer member questions, provide feedback on membership processes and communications, make collections calls, and other areas as needed to advance the effectiveness of the membership department and the experience of the members overall.

- **Additional Duties as Assigned:** Have the flexibility to assist in various capacities to advance the organization's efforts in other areas through specific projects, events support, data management, and initiatives as needed.

### **Preferred Education, Experience, and Skills**

- 5+ years of experience in sales, membership management, customer service, or community engagement, preferably in a nonprofit, chamber of commerce, or association setting.
- Very strong relationship development, interpersonal skills and professional presence
- Demonstrated ability to manage a sales pipeline independently and transition prospects into memberships
- Experience with a customer relationship management database a plus
- Strong written and verbal communication skills
- Demonstrated ability to work autonomously, take initiative and think innovatively, focus on the details, prioritize key work and manage simultaneous objectives
- Demonstrated ability to achieve high performance goals and meet deadlines in a fast-paced environment
- Strong problem-solving skills

### **Other Considerations**

- May be required to work more than 8 hours during a workday
- Must be able to remain in a stationary position 50% of the time.
- Occasionally moves office materials and/or supplies weighing up to 25 pounds throughout the office.
- Must live in Northeast Ohio and have the ability to be in person in the office, in meetings with members/prospects, and at events when needed

### **Scheduling Requirements**

- Must be available to work occasional off-hours.
- Must be available during standard business hours.
- While this position is based in the GAC's main office location in Akron, OH, many aspects of this role may be fulfilled through periodic telecommuting as determined appropriate and in conjunction with project supervision.
- Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Interested applicants should apply to [careers@greaterakronchamber.org](mailto:careers@greaterakronchamber.org) by December 20, 2024.