

Job Description

Job title:	Membership Account Manager – Discover
Department:	Membership Services
Responsible to:	Head of Membership & Global Tier
Accountable to:	Head of Membership & Global Tier
Responsible for:	Sales & Retention of Discover members; periodic admin support.

Job Summary:

The Account Manager is responsible for the growth of Discover membership across the Thames Valley. Effective account management of existing members; recruitment of new Discover members; developing and delivering B2B networking events; administrative cover for Membership Co-Ordinator during periods of absence.

Principal Objectives:

Duties and Responsibilities

- Retain portfolio of existing Discover members, articulating the value of membership and encouraging active participation in Chamber activities
- Broaden and deepen member engagement, becoming a trusted advisor to members and customers, providing high quality information and support
- Build and maintain an appropriate sales pipeline with a view to meeting and exceeding annual sales targets, including attending external events to broaden our reach.
- Identify and act upon opportunities for upgrading members where appropriate.
- Create and maintain engagement plans to meet retention and sales targets
- Track and record all member and prospect engagement via the CRM system
- Represent and champion the membership voice in internal discussions
- Actively encourage members and prospects to complete the Quarterly Economic Survey and other ad hoc surveys to gauge the economic health and priorities of the business community in the Thames Valley
- Work with internal stakeholders to develop, lead and host a relevant and appealing programme of events, targeted at Discover members and ensuring strong attendance.
- Providing support/cover for the Membership Co-ordinator during periods of absence
- Undertake other duties as required to fulfil the objectives of the role.

Person Specification:

Essential

- Min. 3 years' experience in a similar role
- Proactive approach to customer service, including experience in hosting events
- Excellent verbal and written communication skills
- Portray a professional visual, written, and verbal image always
- Capable of interacting with members and articulating the membership value proposition
- Effective team player and to work flexibly beyond designated service areas
- Confident, friendly persona with excellent interpersonal skills
- Pro-actively develop knowledge of the Chamber and its product portfolio.
- A team player, working collaboratively with colleagues across the business and building consensus.
- Fully competent in Windows Office products and social media skills
- Full UK driving license and access to own car

