



**POSITION:** Director, Partner Relations

**REPORTS TO:** President & CEO

**SUPERVISES:** Membership Development Coordinator

**OVERVIEW:** Manage all Membership initiatives to maximize member lifetime value through exceptional service delivery and strategic engagement of established members while overseeing all member acquisition and retention to meet or exceed annual membership growth and revenue targets.

**PRIMARY RESPONSIBILITIES:**

- Manage renewal process for all members in years 2+ including personalized outreach, value demonstrations, and tier upgrade opportunities
- Oversee Leadership Circle program including recognition and enhanced benefits
- Cultivate relationships with key stakeholders who can advance Chamber initiatives
- Continually evaluate Chamber membership tiers & benefits
- Manage Membership Coordinator with new member recruitment
- Create membership reports to Board of Directors and committees, as needed
- Secure event sponsorships for Chamber programs and signature events, including management of bundled membership packages for Leadership Circle members
- Draft annual membership budget and growth forecast for Board approval
- Support non-dues revenue programs to diversify revenue

**ADDITIONAL EXPECTATIONS:**

- Model the Chamber's core values and foster a collaborative environment to support operations
- Understand and be able to articulate the Chamber's mission, vision, priorities and programs
- Attend and assist with execution of Chamber signature and membership events
- Participate actively in team meetings; attend Chamber Board/Committee meetings as assigned
- Other duties as assigned to support the organization

**QUALIFICATIONS:**

- Associate or bachelor's degree in business, marketing, communications or related field
- At least two years of proven business development experience required; Membership experience preferred
- Strong organizational and project management skills to manage multiple tasks
- Diplomatic communication style for handling member concerns; excellent customer service
- Strategic thinking with ability to align tactics to organizational goals
- Strong verbal and written communications skills. Ability to leverage technology, CRM, and AI.
- Ability to set goals and work independently, and experience in management of a team
- Professional appearance and demeanor; own cell phone and reliable transportation

**HOURS:**

- Regular hours are Mon-Thurs, 8:00 a.m. to 5:00 p.m. and Friday 8:00 a.m. to 2:30 p.m.
- This position requires frequent meetings and activities inside and outside of regular work hours

**BENEFITS:**

- A chance to make contributions to the community and see the results of your work in daily life
- A full-time, exempt position with a competitive salary and commission potential
- Short/Long-term Disability, PTO Program, and Retirement Contributions after 3 months

**Send Resume to Megan Morris, President & CEO**

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