



Outreach Coordinator

Objective

This role works to make sure that members of the Wooster Area Chamber of Commerce feel valued and appreciated, while also encouraging them to get engaged with all WACC has to offer. Businesses join WACC for one of many reasons, this role makes sure that members are aware of all of the opportunities that are available through their membership. This is all about improving the ROI for members and continuing to push WACC forward as the leader in the business community. The focus of this position is relationships - both building and cultivating relationships while increasing value to our members and in turn increasing engagement and retention.

Responsibilities

- Marketing and coordination of Money-Saving Programs (Insurance, Energy, Workers Compensation, etc)
- Manages the Chamber's Professional Development Programs
- Provides one-on-one customer service to members, facilitates engagement opportunities, and provides insight on strategies to maximize the relationship between the members and the organization
- Assess needs of members and diagnose challenges they may be experiencing as a Chamber member
- Consistently tracks and analyzes the membership, noticing membership trends, and coming up with ways to raise retention rates and increase member engagement
- Develop and implement strategies to increase member satisfaction and retention, including the creation of new member benefits and regular solicitation of member feedback
- Manages outreach, through face-to-face or virtual meetings to develop relationships with both new and existing members to facilitate maximum chamber participation and satisfaction
- Organizes Member Benefit Session regularly
- Secure speakers who will present on topics relevant to business for Educational Series
- Being a spokesperson for the organization
- Other duties as assigned by the President

Specifications

- Proactive, can-do attitude, follow-through, resourcefulness, attention to detail and strong verbal and written communication skills, and people management experience
- Computer skills: MS Office, Outlook, Excel, and Chamber Client Management software (Growth Zone).
- Proficiency with social media tools is required
- Independent, self-starter who thrives on immersion in a rapidly changing environment and excellent problem-solving and analytical skills
- Ability to multi-task, and exude strong time management skills
- Ability to work with all levels of management and to lead and direct others
- Ability to build positive relationships and influence
- A strong desire to live, work, and play in Wayne County

Work Environment:

Majority of duties will be performed in and from the Chamber's office during regular business hours. At times, the position will be required to cover hours outside of the typical work week and work hours. Some travel and work off-site will be required, as well as work on mornings, evenings, and weekends.

This position is a full-time salaried position with health insurance, PTO, and a retirement account. Compensation will be based on experience and education.

About the Wooster Area Chamber of Commerce

The Wooster Area Chamber of Commerce is an association of more than 700 businesses and organizations making the Wooster community a better place in which to live, work, and play. Our active membership consists of local businesses, professionals, non-profits and government representatives who enjoy connecting to the community through advocacy, educational and leadership opportunities. The Wooster Area Chamber is recognized as the 2021 Chamber of the Year by ACCE and 2021 Outstanding Chamber of the Year by CCEO.

Our Mission

The mission of the Wooster Chamber is to foster economic prosperity in the Wooster area by advancing community leadership and supporting the interests of our members and the business community.

How to Apply

Apply by sending your cover letter and resume to szimmerly@woosterchamber.com