

Director, Member Engagement & Partnerships

FLSA: Exempt

Reports To: Vice President, Member Engagement & Association Management

Status: Full Time (40 + hours) from 8:30 a.m. to 5:00 p.m. (Monday-Friday)

Salary: \$58,000-\$62,000 Annually (Opportunity for Bonus)

Location: Downtown, Columbus, OH

Key Responsibilities:

- Act as liaison between Ohio Chamber members and association staff
- Building relationships with top member companies
- Help to facilitate and attend on-site visits to member companies
- Understanding top policy priorities for members
- Deal with member concerns in a timely manner
- Send out monthly renewals to current members
- Collection of past dues from members
- Assisting Controller and Accounting Clerk with incoming payments as needed
- New member onboarding for top member organizations utilizing set standards
- Work with communications to create effective member engagement communications
- Work with the Vice President of Events to add value for members
- Manage appropriate partnerships with oversight of the Vice President of Member Engagement & Incorporation
- Member Engagement presence at committee meetings
- Develop and encourage committee growth
- Engage internally with the Government Affairs and Communication departments to assist with member engagement projects
- Engaging members on policy issues and solicit feedback on an array of issues
- Work with the Sales Team to ensure quality of onboarding and engagement
- Working with the Database and Member Engagement Intern to maintain a clean and accurate internal database system
- Analyze and pull reports for staff as needed
- Oversee the Chamber's Workers' Compensation Program with oversight by Vice President of Member Engagement & Incorporation
- Collaboration with internal Board Administrator to make sure the Board of Directors receive the benefits they expect and communications in a timely manner
- Monitor Board of Directors internal systems records
- Assist with financial monitoring and auditing of all members related dues
- Work directly with VP of the Ohio Chamber Insurance Agency on cross sales
- Manage special partnerships and expectations
- Other duties as assigned

Required Qualifications:

- Bachelor's degree from a four-year college or university, or equivalent.

- AMS/CRM database knowledge and understanding is preferred.
- Prior work experience in a non-profit trade association preferred.
- Ability to learn quickly with a growing association.
- Effective relationship-building and collaboration skills.
- Ability to multi-task and move between tasks daily.
- Prioritization skills are critical relative to deadlines, internal needs, and external needs.
- Professional demeanor and executive presence with strong oral, written, and interpersonal communication skills.
- Creativity and ability to engage members using modern techniques and technology.
- The ability to collaborate internally with all departments to ensure the quality of membership investment.

Benefits:

- Competitive salary based on experience.
- **Insurance & Benefits:** Chamber pays 100% of employees' health insurance premium (family available), Dental, vision and Rx coverage available; Life Insurance and Short-term disability insurance offered; Parking paid; and cell phone reimbursement.
- **PTO:** 3 weeks of paid vacation, sick time, paid holidays
- **Retirement:** Matching 401(K) (4%), PLUS an employer-paid Pension Plan (8%)
- **Student Loan Repayment:** reimburses employees for their student loans: \$200 a month in the first year of employment, \$300 a month in the second year of employment and \$400 a month in the third year of employment.
- Opportunities for professional development and Salesforce certification support.
- A collaborative, mission-driven work environment.

How to Apply:

Interested candidates should submit their resume and a cover letter outlining their Salesforce experience and relevant skills to cfrank@ohiochamber.com by July 15, 2025.