

HOWELL AREA CHAMBER OF COMMERCE

JOB DESCRIPTION

Position: Membership Manager

FLSA Status: Exempt

Reports To: President & Chief Executive Officer

Last Updated: March 2026

Purpose

The Membership Manager plays a vital role in advancing the Howell Area Chamber of Commerce mission by cultivating strong relationships with local businesses, growing membership investment, and ensuring members experience meaningful value through engagement, programming, and resources.

This role serves as a connector, relationship builder, and community champion—supporting business success through membership development, structured engagement strategies, and active involvement in Chamber and regional initiatives, including programs within the Livingston Business HUB.

The Membership Manager is responsible for managing the full member lifecycle, from recruitment and onboarding to engagement and retention, while also leading the Chamber's Ambassador Program as a key driver of member connection and experience.

The Membership Manager helps strengthen the Chamber's impact by embodying the Chamber's core values of:

- Dream Big & Act Big – Pursue opportunities that elevate our members and community
 - Hustle Together – Work collaboratively to achieve shared success
 - To Make the Best Better – Continuously improve programs, services, and outcomes
 - Authentically Curious – Seek to understand member needs and community opportunities
 - Open & Honest – Communicate transparently and build trust in every interaction
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Essential Responsibilities

1. Membership Development & Sales

- Develop and manage a portfolio of prospective businesses to grow Chamber membership.

- Conduct outreach through meetings, networking, and events to cultivate relationships with business leaders across Livingston County.
 - Present the Chamber's value proposition and align membership opportunities with business needs.
 - Meet monthly, quarterly, and annual membership growth goals.
 - Manage the full member lifecycle, including recruitment, onboarding, engagement, and retention strategies.
 - Design and implement structured onboarding experiences to ensure new members are successfully integrated within their first 90 days.
 - Develop and manage member drip campaigns (via ChamberMaster, Constant Contact, or similar tools) to drive engagement and communication.
 - Create and execute a comprehensive member engagement plan, outlining key touchpoints and opportunities for deeper involvement.
 - Maintain accurate records of prospecting activities, member data, and engagement within the Chamber CRM (ChamberMaster).
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2. Member Engagement & Retention

- Serve as a relationship manager by connecting members to programs, sponsorships, committees, and resources.
 - Proactively manage member engagement through defined touchpoints, including check-ins, invitations, and milestone outreach.
 - Attend Chamber events, ribbon cuttings, and programs to strengthen relationships and identify new opportunities.
 - Gather feedback from members to continuously improve Chamber programming and services.
 - Monitor engagement data and identify at-risk members, implementing retention strategies as needed.
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3. Ambassador Program Leadership & Coordination

- Lead and manage the Chamber Ambassador Program as a key extension of membership engagement and retention.
- Recruit, onboard, and support Ambassadors to ensure alignment with Chamber goals and member experience standards.
- Facilitate Ambassador meetings, communications, and ongoing engagement.
- Coordinate Ambassador involvement in:
 - Ribbon cuttings

- New member welcome visits and onboarding support
 - Chamber events and networking activities
 - Establish clear expectations, accountability, and recognition for Ambassador participation.
 - Serve as the primary liaison between Ambassadors and Chamber staff to ensure consistency and a high-quality member experience.
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4. Livingston Business HUB Coordination & Grant Support

- Support programming and operations within the Livingston Business HUB, including:
 - Scheduling educational workshops and business support programming
 - Coordinating speakers, facilitators, and logistics
 - Managing the HUB calendar and participant communications
 - Supporting grant-funded initiatives and reporting needs
 - Assist in connecting entrepreneurs and small businesses to available resources and partners.
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5. Events & Programming

- Assist in organizing and coordinating Chamber programs, networking events, and educational workshops.
 - Collaborate with staff and community partners to deliver meaningful programming aligned with Chamber strategic priorities.
 - Provide operational support for events, including scheduling, logistics, and participant coordination.
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6. Community & Downtown Engagement

- Represent the Chamber by participating in Downtown business committees and community initiatives.
 - Build relationships with downtown businesses and support efforts that strengthen Howell's economic vibrancy.
 - Serve as a connector between downtown stakeholders and Chamber programs.
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7. Collaboration & Organizational Support

- Work closely with the Chamber team to support membership engagement, programming, and strategic initiatives.
 - Share insights from member interactions to inform Chamber strategy and program development.
 - Contribute to a culture of collaboration, innovation, and continuous improvement.
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Qualifications

Qualified candidates should possess:

- At least two years of experience in membership development, sales, business development, or relationship management
- Strong interpersonal and presentation skills with the ability to build trusted relationships
- Excellent written and verbal communication skills
- Strong organizational and follow-through abilities
- Experience using CRM systems and marketing/communication platforms
- Ability to manage multiple priorities and execute with accountability
- A collaborative mindset and ability to thrive in a team-oriented environment
- Ability to attend early morning, evening, and occasional weekend events
- Ability to travel throughout Livingston County
- Ability to lift and carry up to 25 pounds

Preferred qualities include a passion for community engagement, small business support, and economic development.

Work Environment

The Howell Area Chamber of Commerce operates Monday through Friday from 9:00 a.m. – 5:00 p.m., with flexibility required to support events and community engagement activities, including early mornings, evenings, and occasional weekends.

The Chamber fosters a collaborative, inclusive, and mission-driven workplace where team members work together to strengthen the regional business community.

Why Join the Howell Chamber Team

At the Howell Area Chamber of Commerce, our work is grounded in the belief that strong businesses build strong communities. Our team is passionate about supporting entrepreneurs, connecting leaders, and driving economic vitality across Livingston County.

We believe in the Power of We—and we are looking for team members who are ready to dream big, hustle together, and help make the best even better.
