

**Position:**

Director of Membership Relations

**About Chicago Loop Alliance:**

[Chicago Loop Alliance](#) creates, manages, and promotes positive and inclusive programs that attract people to the Loop and accelerate economic recovery. CLA supports this mission by advancing the interests of its members through advocacy, networking, partnerships, events, and more.

**Working with us:**

As a member of the Chicago Loop Alliance team, you will be part of a tight-knit, collaborative work culture. CLA runs on a small but mighty staff, providing opportunities to try new things and grow in many directions. Senior leadership is accessible and supportive, and you can take pride in working for an organization that emphasizes diversity and inclusivity. Happy hours are not uncommon, friendships outside of the workplace tend to flourish, and open communication is encouraged. Being part of CLA means working hard, but feeling great about your impact at the end of the day.

**Reports to:**

President and CEO; works closely with the Director of Finance and Operations

**Summary:**

The Director of Membership Relations is responsible for overseeing the development and management of 300+ Chicago Loop Alliance members, partners, and donors. In addition, the Director of Membership Relations plans and produces all membership-related events, including CLA's largest signature fundraising events: Annual Illumination Gala and the Annual Meeting.

**Duties and Responsibilities:****Membership Relations**

- Create and implement annual Membership Development Plan and operating budget to expand the organization's membership base and ensure retention
- Manage all member correspondence including dues notices, prospect solicitation, and day-to-day communication
- Oversee member dues, accounting delinquencies, maintenance, and invoicing
- Manage and maintain the CLA member database and member lists
- In collaboration with Director of Finance and Operations and Marketing Director, oversee the integration of the membership database/CRM system with the CLA website, including automating the dues payment process
- Recruit new members through cold calls, prospecting, and participation in appropriate business-to-business and community functions
- Review and recommend changes to membership fees, services, and benefits

- Collaborate with other CLA departments to develop member benefits, campaigns, initiatives, and member involvement opportunities
- Create, engage, and manage the CLA Membership Committee
- Prepare and present monthly financial reports to Board of Directors, CEO, and Membership Committee

#### Membership Events

- Develop annual membership events calendar and budgets
- Produce regular in-person and virtual networking events and educational panels
- Organize and execute the Annual Meeting, attracting 400 attendees
- Oversee event budgets, vendor selection, contract negotiation, billing, guest list, seating arrangements, acknowledgments, post-event analysis, reporting, and donor/sponsor management
- Procure sponsors, and ensure execution of benefits
- Collaborate with the Marketing Department to promote member events and ensure consistent CLA branding at all events

#### Outreach

- Establish and manage partnerships with local businesses and community organizations to support CLA initiatives and expand CLA's reach
- Serve as an ambassador of CLA at industry networking events
- Give presentations on behalf of CLA as appropriate

#### **Education and Experience:**

4+ years of successful experience in membership, development, sales, events, customer service, hospitality, or related field. Bachelor's degree preferred.

#### **Other Skills:**

- Exceptional customer service skills and confidence interacting with all levels of management
- Excellent written and verbal communications skills
- Excellent attention to detail
- Ability to manage multiple projects and deadlines simultaneously
- Experience with CRM software such as Raiser's Edge, Blackbaud CRM, Salesforce, GrowthZone, ChamberMaster, etc.
- Comfort/familiarity with virtual events and virtual meeting platforms
- Strong computer skills and working knowledge of Microsoft Office, especially Excel
- Familiarity with Constant Contact
- Experience and ability to work with volunteer Board members
- Ability to anticipate the needs of members, partners, and colleagues
- Ability to handle sensitive information with discretion
- Ability to work some nights and weekends
- Strong understanding and passion for the City of Chicago

**Salary:** Dependent on qualifications

**Benefits:** Medical, dental, vision, life, vacation, employer contributed 401(k)

**To Apply:**

Interested applicants should send a resume and cover letter to Michael Edwards, President and CEO, Chicago Loop Alliance at [resumes@chicagoloopalliance.com](mailto:resumes@chicagoloopalliance.com).

**Deadline:**

Friday, September 3, 2021