



**Position Title:** Member Services Coordinator

**Reports to:** President

**Position Summary:** Reporting directly to the Schaumburg Business Association (SBA) President, the Member Services Coordinator provides the following services to the SBA in a key professional staff position. Successful candidate will be proactive in communicating with businesses, and work with the SBA team to increase overall membership engagement.

**Essential Duties & Responsibilities:**

- Manage SBA Database; regularly update and maintain member and prospect records.
- Establish new SBA members membership; enter in Chamber Master, Constant Contact, order name badges, and assigning the new member with an Ambassador.
- Manage day-to-day operations of the office (phones, mail, ordering, contracts, etc)
- Assist in the planning and executing of over 100 events per year, including registration.
- Coordinate all details for Ribbon Cuttings held in Schaumburg.
- Initiate strategic planning meetings with member businesses to learn about their business goals
- Respond to member requests such as emailing members mailing labels as requested.
- Create and update marketing materials both in print and online

**Preferred Skills:**

- Excellent customer service and relationship building skills
- Ability to nurture ongoing relationships with member businesses
- Extremely well-organized, goal-oriented and very high attention to detail
- IT Proficient – including ability to maintain and add records, run reports and manipulate lists in a web-based database system, word processing, spreadsheets, email marketing, social media, etc
- Willing to learn, and confident in proposing innovative ideas to management

**Prerequisite Qualifications**

- Bachelor's degree preferred in Business, Sales & Marketing or other related field
- Computer proficiency in the use of Microsoft Office, Internet and database software
- Excellent communications skills (written and verbal) and effective customer service skills
- Represent the SBA with enthusiasm, political astuteness, professionalism and image
- Strong organizational & multi-tasking skills
- Attention to detail; time and project management skills, ability to meet deadlines with accuracy.
- A cooperative attitude in a supportive work environment

**About the Schaumburg Business Association** The Schaumburg Business Association was formed in 2001 to represent the needs of businesses in Schaumburg, Illinois. With 700 members, the association is dedicated to enhancing the overall quality of life and economic vitality of the Schaumburg area. The SBA advocates for the business community and provides world-class signature events and programs, specialized networking and educational opportunities, and legislative advocacy for its members.

*The statements in this position profile are intended to represent the key duties and level of work being performed; they are not intended to be ALL responsibilities or qualifications of the position.*