



Job Description: Sponsorship & Member Representative

Organization Overview

Founded in 1888, the Los Angeles Area Chamber of Commerce represents the interests of businesses in the Los Angeles region. As the region's most prominent business organization with more than 1,400-member companies, the Chamber's vision is "A Thriving Region For All." The Chamber's focus on policy and advocacy, global engagement, and community collaboration for local and regional economic growth and mobility. For more information, visit www.lachamber.com.

Vision for the Future

Our region is on a path toward numerous opportunities that will yield economic growth, as we prepare to host the world for global sporting events. As one of the state's largest chambers, the Los Angeles Area Chamber of Commerce, a five-star accredited Chamber, is well positioned to lead with the bold policy and advocacy to realize the promise of a brighter future for the Los Angeles region.

Position Overview

The Member Representative is responsible for managing all aspects of membership sales and relations with a primary focus on driving revenue growth. This includes securing new member sales, upgrading current member commitments, and generating sponsorship revenue. Equally important is the Member Representative's role in enhancing member relations to ensure long-term engagement and retention.

The Member Representative's primary focus (80%) is on increasing new member and sponsorship sales revenue. This involves actively engaging with area business prospects through outbound prospecting efforts, building relationships, and understanding their unique needs. By employing active listening and strategic problem-solving, the Member Representative connects each prospect's goals with Los Angeles Area Chamber programs, resources, and initiatives that align with their objectives, delivering value-driven solutions.



Key Responsibilities - New Member Recruiting & New Sponsorship:

- Implements the Los Angeles Area Chamber's standardized recruiting processes to drive new member revenue.
- Actively identifies “right-fit” prospective member companies across the region, evaluates their business needs and motivations, and establishes connections to Los Angeles Area Chamber programs and resources that align with their objectives.
- Serve as a liaison between prospective members and Los Angeles Area Chamber leadership, staff, and volunteers to achieve desired business outcomes and drive new member revenue goals.
- Maintain a daily average of twenty-five telephone call attempts as part of new revenue membership or sponsorship activities.
- Consistently fulfill all four components of the Member Representative's personal performance management process, meeting weekly and monthly minimums for recruiting activities.
- Meet and surpass all assigned performance goals and objectives.
- Maintain a comprehensive understanding of Los Angeles Area Chamber member benefits and their relevance to businesses.
- Consistently update the Los Angeles Area Chamber’s member management system with all contact and development activities involving both prospective and existing members.
- Other reasonable activities not named, which will be required by Los Angeles Area Chamber management.

Key Responsibilities – Member Relations, Retention and Upgrades:

- Implement the Los Angeles Area Chamber's member relations processes to maintain positive relationships with assigned members, ensuring their renewal each year.
- Actively engage in the onboarding process for newly recruited members.
- Promptly address delinquent accounts.
- Engage with assigned members to propose services and programs aimed at enhancing their satisfaction levels.



- Proactively upgrade current members to foster deeper engagement and increase revenue.
- Serve as the liaison between members and Los Angeles Area Chamber leadership, staff, and volunteers to ensure desired business outcomes and maintain positive relations.
- Maintain a daily average of eight telephone call attempts as part of member relations activities.
- Monitor member retention and devise strategies to mitigate member attrition issues.
- Regularly update the Los Angeles Area Chamber's member management system with all contact and development activities involving current members
- Fulfill any additional duties as assigned.

Key Responsibilities – Sponsorship:

- Maintain a book of sponsors as assigned by Chief Operating and Financial Officer,
- Perform timely outreach to ensure participation.
- Follow investor protocols to convert event sponsors into annual investment packages.
- Maintain a daily average of seven telephone call attempts as part of assigned sponsorship activities.
- Recommend deeper investments when warranted.

General Responsibilities and Duties:

- Always portray a professional and positive image of the Greater Los Angeles Area Chamber of Commerce.
- Attend Los Angeles Area Chamber meetings, events, and activities, as directed, to foster member relations and generate prospective member leads.
- Represent the Los Angeles Area Chamber of Commerce at assigned business and community events.
- Prepare member sales and member relations reports as required.
- Fulfill any additional duties as assigned.



Qualifications/Skills:

- Ideally three or more years of experience in B2B business development, account management, sales, or related experience, demonstrating revenue-generating success.
- Bachelor's degree preferred but not required.
- Must be a resident of the greater Los Angeles area.
- Adept at understanding the diverse needs of various business leaders; and proposing relevant ideas for how they can benefit from Los Angeles Area Chamber involvement.
- Must have/maintain a dependable vehicle and must provide proof of insurance and valid driver's license upon request (mileage reimbursement provided).
- Excellent public speaking and presentation skills.
- Skilled in clear and effective oral and written communication with staff, current members, and prospective members.
- Proficient in computer and word-processing skills, including CRM software, MS Word, and MS Excel.
- Capable of working independently as well as in team settings.
- Proficient in writing effective business correspondence, reports, and analyses.
- Capable of efficiently multitasking while maintaining attention to detail and consistently upholding high-quality work standards.
- Sound judgment in prioritizing tasks and organizing workload effectively.
- Demonstrated poise, tact, and diplomacy with the ability to manage sensitive and confidential information and situations.
- Willingness to continually enhance the individual skills, abilities, and knowledge necessary for fulfilling the Member Representative role.

**WE'RE
HIRING**
JOIN OUR TEAM



Physical Demands:

- Requires the ability to sit for extended periods.
- Requires the ability to read computer screens and correspondence, talk on the phone, and handle email.
- Involves the ability to lift and move supplies weighing up to twenty-five (25) pounds.
- Occasional evening work and attendance at events as needed.

Work Environment:

- Professional and deadline-oriented environment in an office setting.
- Interaction with staff, volunteers, members, and prospective members.

Compensation

\$70K plus commission on membership and sponsorship

Exempt, Salaried + Commission

Benefits: This position includes Vacation Time; Sick Time; Medical/Dental/Vision Insurance; Flexible Spending Accounts (FSA); Long Term Disability; Life Insurance, 401(k) and commuter/transportation benefits (Metro TAP and Metro-Link Corporate Program).

Reports To: Chief Operating and Financial Officer

Application

LAACC Contact: Carmen Torres, Human Resources Consultant (resume@lachamber.com)

Submission Requirements: Cover Letter & resume

Date Posting Expires: Until filled

The Los Angeles Area Chamber of Commerce is an equal opportunity employer, dedicated to promoting a culturally diverse workforce. All Qualified applicants will receive consideration for employment without regards to race, color, religion, gender, or national origin.

We will consider for employment all qualified Applicants, including those with Criminal Histories, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.