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**Membership Services Representative**
📍 Location: Forsyth, Georgia
📅 Job Type: Full-Time

**About Us**

The **Forsyth-Monroe County Chamber of Commerce** has been supporting local businesses since 1978, providing resources, programs, and advocacy to foster economic growth. Guided by the principles to **Inspire, Support, and Lead**, we work closely with businesses, government, and community partners to create a thriving local economy. Through events, networking opportunities, and business development initiatives, we strive to enhance commerce and improve the quality of life in Forsyth and Monroe County.

**Position Overview**

The **Membership Services Representative** reports to the **President/CEO** and is responsible for **membership sales and retention**, administrative tasks, event support, and digital engagement. The ideal candidate will be passionate about community engagement, have strong communication and **problem-solving skills**, and thrive in a fast-paced environment.

**Key Responsibilities**

**Membership Services**

* Recruit and retain Chamber members using strategic tools (training provided).
* Develop and maintain a strong membership recruitment plan.
* Assist in managing the membership database, ensuring accurate records.
* Provide weekly reports to the **President/CEO** on targeted potential members.
* Promote Chamber programs and events to members and the community.
* Assist with membership renewals and distribute membership materials.
* Maintain call records and follow up with potential members.
* **Proactively identify and resolve membership-related concerns to enhance member experience.**

**Event Support**

* Assist the **President/CEO** with securing sponsorships, donations, and event attendance.
* Support event planning, setup, and teardown.

**General Office Duties**

* Answer calls and greet visitors professionally.
* Assist in preparing monthly board meeting packets.
* Create and send bi-weekly member-exclusive offers via email.
* Perform **other duties as assigned** by the **President/CEO**.

**Digital Skills**

* Develop and manage content for social media platforms (Facebook, Instagram, TikTok).
* Create and edit visual content using **Canva and Adobe Creative Suite**.
* Maintain and update the **Chamber website** with accurate and engaging content.
* Monitor digital engagement metrics and generate reports.
* Respond to social media inquiries and engage with the online community.
* Collaborate on digital marketing campaigns and promotional materials.

**Qualifications**

✔ Associate’s Degree in Business or related field (or equivalent experience).
✔ Minimum **2 years of relevant experience** in membership services, marketing, or administration.
✔ Proficiency in **Microsoft Office, Canva, and Adobe Creative Suite**.
✔ Basic website maintenance experience preferred.
✔ Strong communication and **problem-solving skills** (written and verbal).
✔ Ability to multitask and meet deadlines in a fast-paced environment.
✔ Professional demeanor with board members, elected officials, and the public.
✔ Entrepreneurial mindset with the ability to work independently and as part of a team.
✔ **Valid Georgia driver’s license** and reliable transportation.
✔ Ability to lift 25 lbs. as needed.
✔ Occasional after-hours work required.

**Why Join Us?**

* Meaningful work that supports local businesses and economic growth.
* Collaborative and supportive team environment.
* Opportunities for professional growth and development.

**Apply Today!** If you’re passionate about community engagement and making a difference, we’d love to hear from you!