



## Job Description

### Manager, Membership Development and Services (Full-time; Permanent)

<b>Job Purpose:</b>	To build market position for the Association by attracting, servicing, and retaining member companies. To serve as a resource for the Association's members.
<b>Responsible to:</b>	President and Vice President
<b>Internal Relationships:</b>	Board of directors and stakeholders, executive management, GBCA employees
<b>External Relationships:</b>	General contractors, sub-contractors, suppliers, developers, owners, engineers, designers, industry partners, AGC of America, and vendors
<b>Hours:</b>	M-F, 8:30 AM to 5:00 PM
<b>Location:</b>	Based in Philadelphia, PA; territory includes Philadelphia and the five surrounding Counties, southern New Jersey, Delaware, northern Maryland and the Eastern Shore

## Key Responsibilities and Accountabilities

The Membership Development and Services Manager will support the achievement of the Association's short- and long-term objectives. The key responsibilities will include, but not be limited to:

- Develop, review, and report on annual goals for membership growth and retention
- Develop, review, and report on annual goals for sponsorship and advertisement revenue
- Maintain an accurate digital member database and member files
- Design and generate effective reports for tracking and utilizing member data
- Cultivate and grow strong relationships with members and prospects
- Regularly identify member needs and then design solutions and services to add value
- Create exceptional, memorable experiences, events, and interactions for members
- Anticipate, respond to, and resolve member requests and inquiries with timely professionalism

- Enhance the Association’s reputation by accepting ownership of new and different member benefits, and continually explore opportunities to add value to membership in the Association
- Prepare an annual budget for approval, and prudently manage resources within those budgetary guidelines according to Association policy and within ethical governance guidelines
- Promote and maintain organizational culture, values, and reputation in the Association’s markets and with all staff, directors, customers, suppliers, and industry partners
- Serve as staff liaison for the Membership Committee and additional committees, as needed
- Update job knowledge by participating in educational opportunities; reading professional publications; establishing and maintaining professional networks; participate in professional organizations
- Additional duties or responsibilities, as assigned

## **Knowledge, Skills, and Abilities**

- Demonstrated success in setting and achieving sales goals by establishing objectives, determining priorities, managing time, gaining cooperation of others, monitoring progress, problem-solving, and adjusting plans as necessary.
- Professional and customer service-oriented individual with uncompromising ethics.
- Demonstrated prospecting skills
- Selling to prospective customer needs
- Industry and market knowledge
- Ability to work independently and collaboratively
- Superb written and verbal communication and presentation skills
- Strong computer skills required – intermediate or better knowledge of office software including MS Outlook, Word, Excel, and PowerPoint. Database utilization experience and high comfort with mobile applications are preferred.

## **Education and Experience Requirements**

- Bachelor’s degree with 4+ years of relevant work experience.

Responsibilities and qualifications may change at any time, with or without notice.

## **Work Conditions/Physical Demands**

The Membership Development and Services Manager works in a typical office environment. A typical workday will include, but not be limited to: walking around the office, sitting at a desk, using the computer, using office machines, and speaking on the phone. Periodically, the Membership Development and Services Manager will be required to attend GBCA events, visit member companies, or represent GBCA at industry meetings. These meetings/events may take place outside of regular business hours and outside Center City Philadelphia.

We are an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, or any other characteristic protected by law.

## **Application Instructions**

Qualified candidates should submit the following, to the attention of Lance Claiborne, via email to [kdefrancisco@gbca.com](mailto:kdefrancisco@gbca.com):

1. Cover letter
2. Resume
3. Names/contact information for four professional references

Applications that fail to fulfill this requirement will not be considered.