



JOB TITLE: PRESIDENT'S CLUB CONCIERGE

DEPARTMENT: MEMBERSHIP

REPORT TO: VICE PRESIDENT OF MEMBERSHIP & EVENTS

WAGE CATEGORY: EXEMPT

JOB DESCRIPTION

Working under the direction of the Vice President of Membership with a dotted line to Director of Member Development, the President's Club Concierge's primary responsibility is to "super serve" our President's Club members in a forward-facing role by delivering "white glove service" driven by a positive, professional solution-based attitude. This individual will serve as the main point of contact for our President's Club membership while attending to additional day-to-day responsibilities of the role. It will require tracking multiple programs, initiatives & opportunities.

This individual will be attentive to details and ensure accuracy with advertising, sponsorship, and event fulfillment. Expected to communicate effectively to drive results and deliver on requests in a timely and efficient manner with professionalism. Management of several key "niche" programs to ensure that the chamber continues to provide meaningful value-based benefits to all members. Oversight over several key volunteer committees to guarantee that the Vegas Chamber brand reputation is properly represented and protected.

JOB STATEMENT

- Schedule and conduct New Member Onboarding meetings
- Tracking of all promised benefit deliverables
- Manage President's Club Retention by tracking member touchpoints and drops
- Manage President's Club Retention by supporting Vegas Chamber sales team with retention initiatives and contacts. Responsible for monthly tracking of upcoming anchor month renewals
- Development and managing of President's Club contact program for Chamber Executive Team
- Development of *new* President's Club exclusive Entertainment and Advertising benefits for 2023
- Managing a tracking system to ensure success for meeting all deadlines for artwork, materials for placement in Chamber media (interviews, posts, social), advertising for Vegas Chamber website, magazine and television show.
- Events – Promotion of all Chamber Events to help drive attendance, involvement and engagement. Assist with registrations and check-in on event days.
- Update and maintain special President's Club Landing page on VegasChamber.com website
- Management of PC member directory listings – assist members in building out their own brand and directory listings.

- Management of President's Club LinkedIn page
- Chamber concierge/manager for all "niche programs" - Schedule, attend and captain all niche program meetings: manage notes, ownership of budget, contact point with Chamber executive team and provide quarterly update on calendar, budget and planning.
- Help manage all volunteer committees to include but not limited to the Ambassadors, Prospectors, Ribbon Cutting Committee, Military Affairs Committee and Executive Women's Council – Duties to include taking of minutes, assisting with meeting setup/agendas, and assistance at special events.
- Other duties as assigned.

JOB SPECIFICATIONS

- Bachelor's degree in a business-related field, or equivalent experience
- Comfortable working and interfacing with C-Suite level executives and upper management
- Experience in public relations, special events, hospitality, or other equivalent experience
- Excellent written and verbal communications, proofreading and editing skills
- Good organizational capabilities: ability to handle multiple projects simultaneously
- Self-starter, multifaceted and highly organized individual with ability to work flexible hours
- Ability to work independently and handle stressful situations while maintaining a positive attitude
- High adaptability and fluidity due to changing needs in project management and workload
- Ability to meet deadlines and work under pressure with limited supervision
- Excellent customer service skills and ability to work positively and productively with team members, volunteers, and the public
- Advanced level capabilities in social media scheduling applications, Microsoft Word, Excel, Twitter, Facebook, Instagram, YouTube, Outlook, and database
- Proven ability to exercise sound judgment
- Must have a valid driver's license and full-time use of a vehicle suitable for transporting materials to and from events as required
- Must be able to lift at least 35 pounds