



## **Job Description: Membership & Development Director North Shore Chamber of Commerce**

### **A Message from the President & CEO**

*The Membership & Development Director of the North Shore Chamber of Commerce is a key leadership role within our organization. This position works closely with the Board of Directors and me to strengthen our membership, expand revenue opportunities, and ensure our team delivers exceptional value to the business community we proudly serve.*

*We are seeking a forward-thinking, relationship-driven leader who understands how to grow and retain membership, drive sponsorship and non-dues revenue, and mentor staff and interns with clarity and purpose. This role is ideal for someone who thrives on strategic planning, executing measurable goals, building strong partnerships, and representing the Chamber as a respected leader across the region.*

*The nature of this work is both demanding and deeply rewarding. While our office is open weekdays from 9 a.m. to 5 p.m., this leadership position often extends beyond those hours, with some early mornings and evenings required to support the vibrant and fast-paced life of the Chamber.*

*If you are a proven leader with the vision, drive and skills to help grow and strengthen the North Shore business community, we invite you to join us.*

— Karen Andreas, President & CEO

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### **About the North Shore Chamber of Commerce**

The North Shore Chamber of Commerce, established in 1918, is one of the largest and most influential Chambers of Commerce in Massachusetts. The Chamber represents member businesses and organizations in more than 30 cities and towns across northeastern Massachusetts. Dedicated to advocating, educating, and collaborating, the Chamber serves as a trusted nonpartisan organization that works to strengthen the region's workforce and business success.

### **Summary of Position**

The North Shore Chamber of Commerce is seeking a dynamic and highly skilled professional to serve as Membership & Development Director. Reporting directly to the President & CEO, this individual will play a central leadership role in advancing the Chamber's mission by driving membership growth, strengthening member engagement, and leading revenue development initiatives.

This position carries significant responsibility for planning, coordinating, and executing strategies that support membership recruitment, retention, sponsorship sales, advertising, and other revenue goals. The Director will represent the Chamber in the community, develop strong relationships with members and Board leaders, and ensure the organization consistently delivers measurable value to its membership.

A key part of this role is anticipating needs, planning in advance, assigning work appropriately, and mentoring staff and interns to achieve strong performance outcomes.

## **Key Responsibilities**

### **Leadership & Strategic Execution**

- Provide leadership in developing and executing membership and revenue growth strategies aligned with organizational goals.
- Work collaboratively with the President & CEO, Board members, and staff to advance strategic priorities.
- Anticipate organizational needs with forward planning.
- Mentor staff and interns to support strong performance.

### **Membership & Revenue Growth**

- Lead efforts to recruit new members and retain existing members through consistent engagement and outreach.
- Drive revenue growth by achieving monthly and annual sales goals for membership, sponsorships, advertising, and other non-dues revenue opportunities.
- Assess and respond to the evolving needs of the membership to ensure Chamber programs and initiatives deliver strong value.

### **Member & Community Engagement**

- Represent the Chamber at programs, events, and community functions as a senior leader of the organization.
- Build and strengthen relationships with members, prospective members, sponsors, and community stakeholders.
- Collaborate with Board members and leadership to support member interests and organizational initiatives.
- Provide leadership and oversight to the Chamber's Small Business Council and other initiatives, as assigned.

### **Staff Development & Mentorship**

- Supervise, mentor, and support staff members and interns, ensuring accountability, professional development, and strong performance.
- Oversee the Chamber's internship program, including recruitment, interviews, hiring, work assignments, and mentorship.

## **Operational Excellence**

- Prepare membership and revenue reports for Board and Executive Committee meetings, and other reporting as requested by the President & CEO.
- Ensure all sales activities, projects, and initiatives are completed on time and to a high standard of excellence.
- Perform other duties as assigned by the President & CEO.

## **Qualifications & Skills**

- Bachelor's degree required; advanced degree preferred.
- Minimum of 3-5 years of experience in membership development, sales, fundraising, business development, or leadership roles within the private, nonprofit, and/or public sectors.
- Proven success in revenue generation and relationship management.
- Strong leadership and mentoring abilities with a collaborative management style.
- Outstanding written and oral communication skills, including confident public speaking and presentation abilities.
- Strategic thinker with excellent planning, project management and organizational skills.
- Ability to manage multiple priorities, meet deadlines, and deliver measurable results.
- Demonstrated integrity, professionalism, and commitment to excellence.
- Strong understanding of sales and marketing practices, including digital, print, sponsorship, and engagement strategies.

## **Compensation & Work Environment**

Salary range is \$70,000 to \$100,000, depending on experience, plus commission and bonus program. Benefits include health, dental, vision and life insurance, and 401K match. The Chamber also provides strong opportunities for professional growth, mentorship and leadership development.

The Chamber office is open Monday through Friday, from 9 a.m. to 5 p.m. While these are the official office hours, this is a salaried leadership position requiring flexibility beyond the standard schedule. The work of the Chamber is both demanding and rewarding, often requiring early mornings and evenings to support events, programs, and member engagement.

## **How to Apply**

Please send your cover letter, resume and list of references to [hr@northshorechamber.org](mailto:hr@northshorechamber.org).

## **Equal Employment Opportunity**

*The North Shore Chamber of Commerce provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*