

Member & Convention Relations Specialist



The Sitka Chamber and Visit Sitka office is looking for an enthusiastic self-starter that can take a job and run with it from idea to completion. We are a small and very busy collaborative office with many programs constantly in progress. We are looking for an up-beat, honest team member who is as comfortable working alone as they are on a big team project. If you enjoy providing valuable business resources while promoting local business and have a passion for providing the best products and services for your customers, then this is the job for you.

We are a small nonprofit organization located in Sitka, Alaska on the west coast of Baranof Island facing the Pacific Ocean. Our community of about 8,500 human residents shares the area with eagles, bears, all five species of salmon, whales, sea lions, sea otters and so many more species of animals. Located amid the Tongass National Forest, Sitka is only accessible by air and water – no roads reach us, but our main road in town stretches 14 miles from end to end. Sitka is a place of great natural beauty, a warm welcoming community, and instant access to nature steps from your front door. Our historic downtown offers locally owned shops and businesses that support Sitka's artists, makers and eateries. Sitka's commercial airlines offer daily flights to Seattle, Juneau and Anchorage, making Sitka easily accessible for visitors and for you to explore.

Basic Function

The Member & Convention Relations Specialist recruits and retains Chamber and Visit Sitka members; supports the sales & planning efforts for all special projects, while contributing to the development and delivery of meeting/convention services.

Convention Relations

- Support year-round tourism revitalization in Sitka by expanding the meetings and convention (M&C) market. Research and develop marketing tools to highlight Sitka as a unique venue for exclusive/executive level gatherings, emphasizing the quality of the services available as well as its beautiful, low-distraction setting.
- Marketing activities focused on targeting meeting planners and event organizers, particularly within Alaska, Western US, and government entities.
- Position may include participation in trade shows, providing logistics support at local events, planning and hosting Visit Sitka industry events. Position will coordinate and schedule pop-up workshops for meeting planners in key markets.
- Gather convention visitor data, namely visitor-counts and information, maintain relevant databases, and provide quarterly metrics reporting.
- Must attend Chamber and Visit Sitka related events, and member related events, as schedules allow. May be asked to represent the organization at certain community events and meetings.

Membership & Partnership

- Develop and implement member/partner sales, recruitment, engagement, and retention plans to create an incredible overall member experience. Collaborate with Executive Director to maximize sponsorship and revenue opportunities for events.
- Build collaborative and cooperative relationships with customers by maintaining regular and open communication with current and prospective members.

- Develop and implement members service programs and events, which enhance the visibility of the organization and our members. Assist in meeting preparation, mailings, special events, and administrative support.
- Become a “super user” of the in-house member software “ChamberMaster”. Maintain accurate and up-to-date membership records, manage member accounts, and provide monthly fiscal updates.

Requirements

- ✓ Minimum of a bachelor's degree in a related field, or a combination of education and progressively increased work responsibility in an office setting.
- ✓ Strong background in sales, relationship management, and possess top customer service and organization skills.
- ✓ Possess knowledge of meeting, event, and conference planning procedures.
- ✓ Must be a self-starter who can function independently and in a team environment, willing to “jump in” as needed to support the projects and deadlines of other team members.
- ✓ Ability to deal effectively with the public in a professional manner, with discretion and supporting the confidentiality of the organization and its members and partners.
- ✓ Advanced software proficiency is required, but not limited to Microsoft Office, Desktop Publishing, Adobe, Wordpress, and with the ability to learn software quickly.
- ✓ Excellent written, verbal, and interpersonal skills.
- ✓ Valid driver’s license; reliable use of dependable, insured vehicle; and good driving record.
- ✓ Ability to walk, reach, stoop, bend and lift/carry up to 35 lbs.
- ✓ Some weekend, additional hours, and public holiday work may be required based on meeting/convention/holiday schedules.

Reports to: Executive Director of Chamber of Commerce and Director of Visit Sitka

Anticipated start date: Early 2023

Hours: Full time, exempt, 40-hour work week. Flexible work possibilities, employee must reside in Sitka, Alaska.

Salary: \$43,000-48,000 with opportunity for advertising sales commission. Benefits: 10 paid holidays + 15 paid days off accrued annually, prorated based on start date and available after 120 days of satisfactory employment.

This job description is not intended to be all-inclusive. Employee may perform other related duties as directed to meet the ongoing needs of the organization.

Submission Information

Submit resume, three professional references and cover letter no later than to:

Laurie Booyse at tourism@visitsitka.org

Position will remain open until filled.

For more information contact the Sitka Chamber office at (907) 747-8604.

Updated January 2023