



Position: Membership Growth and Engagement Manager

Type: Full-Time, salary + commission.

Pay Range: \$60,000-80,000+

Join the Ohio Restaurant Association, the most dynamic and exciting trade association in Ohio. We are dedicated 100% to Ohio's restaurant, foodservice, and hospitality industry. We're ramping up to provide even greater opportunities to adapt, change, and grow in the evolving landscape of our industry. We are looking for a bright, motivated, and articulate individual to be an integral part of our membership team. In addition to building close relationships with decision makers, you will have the opportunity to work with Ohio's best and brightest. You will also enjoy a flexible work schedule and plenty of delicious food.

Key Responsibilities:

- Develop individual prospecting plan, including travel, with supervisor. Participate in the development and implementation of the department's recruitment plan.
- Become expert in knowledge of ORA advocacy agenda, ORA products, benefits, and services to communicate value proposition to prospects.
- Generate and research leads and convert to qualified prospects. Convert prospects to members.
- Meet or exceed individual and departmental goals.
- Association Management Software (AMS) record creation and maintenance.
- Develop individual retention and engagement plan with supervisor. Participate in the development and implementation of the department's retention plan.
- Schedule and conduct regular check-in meetings with existing members to assess their satisfaction, gather feedback, and identify opportunities for deeper engagement.
- Meet or exceed individual and departmental retention goals.
- Communicate ORA Value proposition in interactions with members.

Required Skills/Abilities:

- Self-motivated individual with developed sales and customer service skills.
- Ability to think critically and bring new ideas to the membership team.
- Passion for helping others by listening and finding solutions for our members' needs.
- A strong understanding of how government at all levels affects business, as ORA is an advocate for our members.
- Excellent interpersonal skills with a demonstrated ability to work collaboratively and effectively with a broad range of individuals and teams.
- Understanding ORA core values, its mission and vision for the future.

- Superb writing, spelling and grammar skills.
- Skilled at successfully managing the sales process, from qualifying potential members and identifying their needs to having the ability articulate the value proposition that will lead to a membership investment.
- Experience with Microsoft Office: Excel, Word, and Outlook. Experience with Customer Relationship Management (CRM) software a plus.
- Regular travel as needed for prospective and current members. May include occasional evening events or overnight stays.

Education and Experience:

- Bachelor's degree or related experience.
- A minimum of 2 years sales experience.
- Experience in the hospitality industry.
- Business Association or non-profit experience.
- Experience owning or managing a business preferred but not required.
- Government, political, or policy experience preferred but not required.

If you are interested in the position, please email a resume and cover letter to Andy@ohiorestaurant.org