



Job Description	
Position Title: Membership Director	FLSA Status: Exempt
Reports To (Title): Chief Executive Officer	Position Status: Full Time
Prepared By: Downtown Billings Association	Revision Date: April 2025

Job Summary:

The Downtown Billings Association (DBA) seeks a full-time Membership Director, responsible for attracting, retaining, and engaging association membership and management of membership events. The Membership Director is a vital role in supporting the growth, promotion and development of downtown Billings as an exceptional, vibrant, diverse urban core in the Northwest Region.

Essential Duties and Responsibilities and Expectations:

- Lead role in attracting, retaining, and engaging membership
- Grow the DBA membership by developing and driving a membership strategy that projects the Association’s message/brand to all stakeholders
- Works closely with each member of the Downtown Billings staff and Association Board, but works independently and is responsible for the success of the membership sales plan
- Manage all data and processes related to membership recruitment and retention
- Ongoing assessment and enhancement of membership recruitment and retention plans
- Develop and implement programs, projects, events, and activities designed to increase and retain membership
- Assess the need for and makes recommendations regarding membership classifications to help ensure the needs of ever-changing markets are met
- Follow up on member referrals, staff leads, new businesses
- Develop and produce membership kits for sales calls, site visits, etc.
- Work with staff to report new members for appropriate invoicing
- Develop and adhere to department budgets
- Track the success and overall performance of all membership activities

Measures of Success

- Growth in overall membership to sustain Association work plan and budget as defined by Association Board of Directors
- Membership Diversity by industry, geography, and company size
- Financial performance against budget
- Retention of membership in the first two years

Preferred Qualifications (Experience/Education):

Graduation from an accredited four-year college or university with a degree in business administration, marketing or communications; and three or more years of successful experience in marketing, public relations or communications for business or community-based organization; or a combination of experience and education that provides the knowledge, skills and abilities necessary to fully meet the obligations of the position.

Competencies or Knowledge, Skills and Abilities (KSA's):

- Ability to interact with all levels of staff, board members, business and community leaders, media, and other stakeholders
- Experience in sales
- Prioritize and manage multiple projects simultaneously and follow through on issues in a timely manner
- Highly organized with very effective time management skills
- Work some evenings, weekends, early morning hours
- Strong written and verbal communication skills, including public speaking.
- Experience selling concepts and generating the excitement necessary to propel successful accomplishments
- Detail oriented
- Creative and strategic thinking
- Experience with database management
- Strong interpersonal skills and commitment to a high level of customer service

Physical Demands & Working Conditions:

The work environment characteristics and the physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to stand, perform repetitive hand motion (such as typing and keyboarding on a computer); reach with arms and hands; hear; listen; talk; walk; navigate stairways; and bend or stoop
- Ability to sit for extended periods of time at a computer
The noise level in the work environment is usually moderate, as is found in a normal business office with computers and printers, and light traffic.
- Fast paced, constantly changing environment
- Continuous work requiring attention to high detail
- Exposed to frequent deadlines
- Employee must be able to lift and/or carry 25 pounds occasionally.
- Specific vision abilities required by this job include close vision and ability to adjust focus.
- Regular and timely attendance between 8:00 a.m. and 4:00 p.m. Monday through Thursday is an essential requirement of the job. Flexibility of schedule may be required, such as occasional evening and weekend shifts

Salary and Benefits

- Salary Range (DOE) - \$38,000 – 40,000
- Full-Time employee Benefits package
 - Health Insurance (100% covered by employer)
 - Retirement Account Match
 - Generous PTO and Holiday Package

Please send your cover letter and resume to
Downtown Billings CEO, Katy Schreiner at katy@downtownbillings.com.