



Position: Coordinator, Member Retention
Department: Membership
Reports to: Senior Vice President, Member Experience

About Us

Cities are built by people. The creators of industry, makers of place. Visionaries—for what's next.

At the Downtown Denver Partnership, we are building with vision.

We believe the horizon of a great city is always growing, always improving. We believe our city is only as strong as the center. And we know that a thriving, strategic evolution only happens when every voice steps up to the mic. When access allows for unbridled opportunity.

But to make the most of it, to make meaningful impact, we must plan with purpose. With a bias for action, we invest for tomorrow, execute for today. Creating an impactful culture and business community that will support each and every citizen, giving us all a seat at the table.

Building our center city, making our place.

About the Position

The Coordinator, Member Retention is responsible for supporting the Member Experience team in maintaining our robust database of over 700 member organizations and contacts. This position will be the go-to person for any member reports and retention efforts.

The Coordinator is an internal resource for the Member Experience team and organization and is responsible for providing customer service to program participants, attendees, members, sponsors, volunteers and outside contractors.

About the Job

- Manage the membership CRM database (Salesforce), including updating and maintaining records, generating invoices, creating reports, etc. This includes management of the reservation system, processing of reservations, generating regular status updates and/or sales reports, seating lists, invoices and payments.
- Work with the Membership Manager to develop and execute a plan for membership renewals, including meaningful and consistent contact with our members, identifying and executing opportunities to engage members, and tracking and reporting results on a weekly basis.
- Assists the Senior Vice President, Member Experience with correspondence with members, including renewal letters and emails.
- Works with members of the Civic Leadership Programs and Member Experience team to develop and execute the sales plan for ticket revenue associated with member experience events.
- Works with members of the Civic Leadership Programs and Member Experience team to manage sponsor fulfillment for programs and events, ensuring they receive all sponsor benefits, tracking sponsorship invoices and payments, and compiling final sponsor reports after programs and events are completed.
- Attends and participates in all Partnership events as appropriate. This requires flexibility and willingness to work irregular, and sometimes additional, hours in advance of and during events.
- Provides customer service to members, sponsors, volunteers and outside contractors.
- Provides support as needed for Partnership administrative functions, including phone coverage at the reception desk.
- Performs other duties and responsibilities as assigned.

About You

To be successful in this position, you must be detail-oriented, persistent, flexible and a team player. You appreciate how engaging business leaders the right way can inspire them to become city builders. You thrive knowing the projects and information you manage is accurate and can be trusted by your team members. You meticulously look for ways to improve work flow, efficiency and accuracy, since you manage a lot of details and want to keep everything as accurate as possible. You should possess a deep commitment to instilling practices and a culture that reflects The Downtown Denver Partnership.

- Passion for and commitment to City Building.
- Minimum of 2 years of experience, ideally involving data management.
- Proven organizational skills, ability to manage multiple responsibilities.
- Strong attention to detail; must be able to work accurately with numbers and to pay close attention to and manage budgets.
- Strong verbal and written communication skills, including the ability to proofread and correct copy for spelling and grammatical errors.
- A metrics-driven, entrepreneurial mindset that informs strategy and work.
- Demonstrate ability to show initiative, solve problems and bring ideas to the table.
- Effective interpersonal skills, capable of communicating in a professional and positive manner with a diverse range of individuals.
- Ability to work well under pressure, respond quickly to changes and meet deadlines.
- Ability to work independently on assigned tasks while supporting a collaborative work approach as part of a project team.
- Flexibility and willingness to work irregular hours in advance of and during events.
- A great sense of humor and collaborative orientation.
- Bachelor's degree in management, communications, or a related field preferred, but not required.
- Proficiency in Microsoft Office and Salesforce.