

Dundalk Chamber

Member Relations and Events Manager

Job Specification

Job Title:	Member Relations and Events Manager
Contract type:	Fixed-term
Reporting to:	Chamber CEO
Location:	Dundalk Chamber
Closing Date:	August 21st 2026 at 5pm. Please send your CV to careers@dundalk.ie

Job Summary

The Member Relations and Events Manager at Dundalk Chamber is responsible for driving member value, engagement, and retention, alongside the planning, coordination, execution, and evaluation of events and programs run by Dundalk Chamber.

A central focus of this role is building strong, meaningful relationships with current and prospective members, serving as a dedicated point of contact, managing the member onboarding journey, and ensuring member needs are met to maximize retention and growth.

Managing day-to-day communications and executing multi-channel strategies to promote the Chamber's mission, events, and commercial offerings is a key component of this position. The Manager will collaborate closely with the Chamber CEO, members, vendors, and wider stakeholders to deliver high-quality, relevant events, build a vibrant business network, and ensure seamless communication across all channels.

Key Responsibilities

1. Event Planning and Management

- Manage the planning, organisation, and execution of Chamber events, including business networking events, Business Awards, conferences, workshops, and seminars.
- Manage event logistics, including venue bookings, catering, audio-visual setup, and event materials.
- Responsible for the preparation of event documentation, such as invitations, attendee lists, agendas, and promotional materials. This will be done in collaboration with the administrative assistant.
- Collaborate with sponsors and partners to secure event funding and resources; oversee sponsorship packages and fulfilment.
- Maintain a log of potential sponsors and associated sponsorship opportunities.

- Serve as an on-site point of contact during events, coordinating with the presenters, handling attendee check-in, registration, and troubleshooting issues that may arise.
- Manage the post-event evaluation, gathering feedback on satisfaction levels and use the collated feedback to feed-forward to upcoming and future events.
- Track event budgets, expenses, and revenue: ensure all events are cost-effective and aligned with Chamber goals.
- Ensure event invoicing and necessary follow-up.

2. Member Engagement

- Design events and programs that support member interest, engagement, recruitment, and retention strategies. This will involve building a calendar of quality stakeholder engagement, supported by a targeted communications strategy underpinned by commercial KPI's.
- Identifying and implementing opportunities for member participation, visibility, and recognition within Chamber events and communications.
- Generate and prepare regular reports on key membership metrics, including new member acquisition, retention rates, and engagement levels for management review.
- Plan, coordinate and execute integrated marketing campaigns to promote the Chamber's events, public affairs activity and member offering.
- Guide new members through a comprehensive onboarding process, ensuring they understand their benefits and know how to engage with the community and resources available to them.
- Represent Dundalk Chamber at meetings, events, networking opportunities and seminars as required. Serve as an ambassador for Dundalk Chamber Membership.
- Budget: Ensure budgets are tightly managed and considered on an ongoing basis.
- Other duties as required by Chamber CEO.

Person Specification

- Experience in development and delivery of strategic marketing communications plan.
- Excellent event management skills.
- Excellent interpersonal and communications skills with an ability to build effective relationships with a wide range of stakeholders.
- Knowledge of using a CRM system & understanding of GDPR.
- Be able to work within a multi-disciplinary team & capable of working on his / her own initiative.
- Ability to prioritise workload and meet tight deadlines.
- Flexible, adaptable and personable with a willingness to take on additional duties as required.
- Personally connect with members at events, workshops, and seminars, acting as a familiar face and resource to enhance their experience and build rapport.
- Commitment to the mission and objectives of Dundalk Chamber

Skills

- Excellent people management and project management skills with strong attention to detail
- Excellent communication skills – written, and verbal
- Strong teamwork skills, and ability and willingness to work with different colleagues on projects as required
- Strong IT skills (MS Office, website & database management)