GrowthZone surveyed over 300 chamber of commerce professionals across the U.S. and Canada. Topics included everything from non-dues revenue sources and COVID relief funding, to remote working arrangements and diversity practices. The results showed a number of interesting trends impacting today’s chambers.

### ABOUT THE RESPONDENTS

#### NUMBER OF MEMBERS | PREDICTED MEMBER COUNT ON 1/1/2021

<table>
<thead>
<tr>
<th>Number of Members</th>
<th>Predicted Count</th>
</tr>
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<tbody>
<tr>
<td>UNDER 100</td>
<td>7%</td>
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<tr>
<td>101-300</td>
<td>34%</td>
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<tr>
<td>301-600</td>
<td>36%</td>
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<tr>
<td>601-1,200</td>
<td>17%</td>
</tr>
<tr>
<td>1,201-2,000</td>
<td>5%</td>
</tr>
<tr>
<td>OVER 2,000</td>
<td>1%</td>
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#### ANNUAL OPERATING BUDGET | APPROXIMATE

<table>
<thead>
<tr>
<th>Annual Operating Budget</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>UNDER $250K</td>
<td>47%</td>
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<tr>
<td>$250K+ - $500K</td>
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<tr>
<td>$500K+ - $1M</td>
<td>13%</td>
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<tr>
<td>$1M+ - $5M</td>
<td>8%</td>
</tr>
<tr>
<td>$5M+</td>
<td>3%</td>
</tr>
</tbody>
</table>

*Due to rounding and checkbox questions, percentages may exceed or not appear to add up to 100%*
MEMBERSHIP GROWTH

ANNUAL OVERALL NET MEMBERSHIP | YEAR-OVER-YEAR CHANGE

INCREASED | Respondents reporting a higher overall membership count
2019 46%
2020 20%

DECREASED | Respondents reporting a lower overall membership count
2019 11%
2020 37%

UNCHANGED | Respondents indicating no change in overall membership count
2019 43%
2020 44%

ANNUAL OVERALL RENEWAL RATE | YEAR-OVER-YEAR CHANGE

INCREASED | Respondents indicating a higher overall member renewal rate
2019 21%
2020 9%

DECREASED | Respondents indicating a lower overall membership count
2019 11%
2020 35%

UNCHANGED | Respondents indicating no change in overall renewal rate
2019 68%
2020 56%

ANNUAL OVERALL NEW MEMBERSHIP | YEAR-OVER-YEAR CHANGE

INCREASED | Respondents reporting a higher new membership count
2019 31%
2020 31%

DECREASED | Respondents reporting a lower new membership count
2019 38%
2020 38%

UNCHANGED | Respondents indicating no change in new membership count
2019 38%
2020 38%

ANNUAL NEW-MEMBER RENEWAL RATE | YEAR-OVER-YEAR CHANGE

INCREASED | Respondents indicating a higher new-member renewal rate
2019 21%
2020 11%

DECREASED | Respondents indicating a lower new-member renewal rate
2019 16%
2020 22%

UNCHANGED | Respondents indicating no change in new-member renewal rate
2019 3%
2020 3% (Uncertain)

Learn how to effectively onboard new members with the New-Member Onboarding Checklist and Schedule.

Get it Here
MEMBER ENGAGEMENT

OVERALL MEMBER ENGAGEMENT | YEAR-OVER-YEAR CHANGE

Of organizations indicating improved engagement, 97% reported COVID had a positive impact on their value proposition.

Improved engagement was most common among organizations with at least one of the following:
- An operating budget of less than $250K
- 301-600 members
- An increase in overall growth
- Updated D&I practices

MEMBER ENGAGEMENT CHANGES | HOW MUCH HAS COVID CONTRIBUTED TO THIS CHANGE IN THE ENGAGEMENT RATE?

RESPONDENTS INDICATING INCREASED ENGAGEMENT SAID COVID HAS HAD:

- 47% MAJOR IMPACT
- 49% SOME IMPACT
- 4% NO IMPACT

RESPONDENTS INDICATING DECREASED ENGAGEMENT SAID COVID HAS HAD:

- 88% MAJOR IMPACT
- 11% SOME IMPACT
- 1% NO IMPACT

VALUE PROPOSITION

Organizations with 301-600 members were most likely to report their members “definitely” recognize their value proposition.

Those with an operating budget of under $250K were most likely to report their members did not recognize their value proposition.
**Value Proposition**

**Member Recognition**

Do you think members recognize your chamber's value proposition?

- Definitely: 31%
- Somewhat: 57%
- Vaguely: 8%
- No: 3%
- Unsure: 1%

**COVID Impact**

In general, how would you say COVID has affected members' opinions of your organization's value proposition?

- Positive Impact: 74%
- No Difference: 12%
- Negative Impact: 10%
- Unsure: 5%

Of organizations reporting their members “definitely” recognize their value proposition, 55% felt COVID has had a positive impact on members’ perception of value.

Of organizations indicating reduced operations, 82% have fewer than 600 members and 83% have an operating budget of less than $500K.

Organizations indicating a reduced level of operations reported the fewest new memberships and lowest renewal rates.

Visit How to Thrive During and After a Crisis for recovery tips in a COVID-19 world.

**Operations**

**Operations Status**

What is the current operational status of your organization?

- Reduced/Limited Level of Operations: 35%
- Expanded Level of Operations: 18%
- About the Same Level of Operations: 46%
- Temporarily Closed: 1%
- Permanently Closed/Disbanded: 1%

Which of the following best describes your organization's current remote/work-from-home arrangements?

- Most Employees Work On-Site: 42%
- All Employees Work On-Site: 17%
- Some Employees Work On-Site: 18%
- Most Employees Work from Home/Remotely: 22%

The referenced work arrangements:

- Were Already Standard Prior to COVID: 53%
- Were Established in Response to COVID: 47%
EVENTS
Since the onset of COVID in mid-March, how did/will your organization handle its 2020 MAJOR, in-person event(s)? (e.g., annual meeting/banquet, conference, trade show, etc.)

85% of organizations that canceled their major event(s) have operating budgets under $500K and 50% have less than 300 members.

EVENT RESULTS | THOSE WHO HELD VIRTUAL EVENTS
Overall, under current circumstances, how would you rate the success of the virtual event(s)? (Not in comparison to past years or in-person events.)
COVID RELIEF | GOVERNMENT PROGRAMS

Please indicate if, since the emergence of COVID, your organization has received assistance from any of these SPECIFIC relief programs:

- Paycheck Protection Program (PPP)
- Economic Injury Disaster Loan (EIDL)
- FFCRA (Employer Reimbursement for Employee Sick/Family Leave Wages)
- Employee Retention Credit (Tax Credit for Businesses Impacted by a Shutdown)
- SBA Debt Relief and/or Express Loans
- We have not received assistance from any of these specific programs

Respondents not receiving assistance from the programs listed above indicated their organization:

- Applied, but has not yet received any assistance
- Applied, but assistance was denied
- Did not apply
- A different reason

Since the onset of COVID, has your organization received any grants, loans, relief funding, assistance, etc. from any sources other than those listed above?

- No
- Unsure
- Yes

[Charts and diagrams representing survey results are shown.]
OPERATIONS CONTINUED

NON-DUES REVENUE | TOP 10 SOURCES

We asked: Since the onset of COVID, what has been your organization’s most successful source of non-dues revenue?

1. EVENTS
2. ADVERTISING
3. SPONSORSHIPS
4. GOLF TOURNAMENTS
5. VIRTUAL EVENTS
6. CONTRACT INCOME
7. GRANTS
8. MISCELLANEOUS
9. FUNDRAISERS
10. GOVERNMENT

Download Tips for Teeing Up a Low-Touch Golf Event to get ideas for:
- Marketing the Event
- Online Registration
- The Check-In Process
- On the Course
- Meals/Banquet
- Awards & Prizes

Of those reporting golf tournaments as their top source of non-dues revenue, the majority specified the event was a summertime, “no-touch” golf tournament.

NON-DUES REVENUE | PRE-VS. POST-COVID PROJECTIONS

We asked: In an average year, approximately how much of your total revenue comes from non-dues sources?

We asked: This time next year, how much of your total revenue will come from non-dues sources?

Average of all responses: 48%
Respondents predicted: 43%

THOSE REPORTING OVER ½ OF THEIR INCOME COMES FROM NON-DUES REVENUE SAID:

Since the onset of COVID, their most successful non-dues revenue sources are:

1. EVENTS
2. SPONSORSHIPS
3. ADVERTISING
4. GRANTS
5. FUNDRAISERS
6. GOLF TOURNAMENTS
7. CONTRACT INCOME
8. (tie) (tie) (tie) (tie) (tie)
In the past 12 months, has your organization made changes to its Diversity & Inclusion policies/practices in an effort to improve equity and support for employees and/or members?

- We are an inclusive organization, so this has been the standard the last 10+ years.
- Eliminated young professionals to have everyone at the table. No separation - we need everyone to carry on and forward.
- Have plans for 2021 to seek grants to enable us to hire a bilingual assistant.
- In accordance with our 2020-2025 Strategic Plan, we reevaluated our existing Board composition and made a deliberate effort to make it look more like our community. Of 7 new directors coming in, 6 are minorities.
- Our community is regrettably homogenous.
- On target for 2021 discussions.
- We created a DI scholarship but used our foundation that already focused on that.
- No formal change, but have been involved in many conversations on the subject.
- Mainly confirmed the statement in the employee manual and bylaws.
- Planning on this for 2021.
- Created a DEI committee and DEI board subcommittee to create policies.
- Our policies were already pretty generic to not exclude or include certain demographics.
- All Board committees were charged to incorporate Diversity and Inclusion emphasis and practices in annual goal setting.
- Diversity and Inclusion is one of 4 priorities set this year.
- Created a Diversity Committee.
- No formal policy/practice (yet), but have been actively pursuing strategic partnerships with other organizations in the diversity/inclusivity space.
- We are working with other Chambers to have a regional educational series and have begun discussions on making sure our board is diverse.
- We have started to track diversity in our membership.
- Providing Hispanic membership benefits printed materials.
- Spotlighting diverse businesses in our area.
- We’re working on it and hired a VP for this department.
- Not yet. No official change in our bylaws, but we’re making a stronger effort for more inclusion in recruitment of new board members.
- We’ve had a DEI Council since 2016 that sponsors annual minority certification workshops and networking events. This year’s council established a DEI virtual educational series covering one DEI related topic a month. We plan to bring a DEI consultant in to evaluate our internal policies as well.

Updated D&I practices were most common among organizations falling into at least one of the following categories:
We asked: Any words of wisdom you’d like to share with your colleagues or peers?

- Explore alternative alliances with other chambers.
- Always do what’s best for the majority of the membership. You can’t please everyone.
- Instead of canceling, be the leader in successfully providing/hosting safe events (and after/pivot when needed).
- Be flexible. Understand that what works today may not work tomorrow (and sustain a sense of humor).
- Don’t be afraid to blow something up and start over.
- Being present and accessible is the single most important measure for many people right now - even if you can’t help them.
- Be current, credible, and concise...focus on the mission.
- Be persistent, let the members know you are here with them. Stop by, take pictures, do Facebook live, or just listen.
- Be the driving force behind your organization. Don’t wait for others to forge a path.
- Don’t take it to heart if your members are struggling to succeed after you’ve done everything in your power to help them. At the end of the day, it’s their decisions and their business.
- ‘Don’t give them any more than 40 hours/week.’ Although I don’t follow this advice from another chamber director, it reminds me to take care of myself, too.
- BREATHE
- Get creative and show your members how to adapt and evolve! The innovation and ability to change within the chamber sets the tone... be a positive example!
- Be flexible – like Gumby!
- Crisis breeds creativity! This has been an incredibly challenging time, but it’s also an opportunity to think outside of the box and do things differently.
- Connecting our members to public and elected officials has been seen as very helpful.
- Don’t be afraid to reach out and ask for money. We received 30K from the county just by sending an email to the County Commissioners. They had no idea we were not funded by the City.
- Call every member to check in on them. Have board members help if you like. The members appreciate hearing from you.
- Everyone expects everything all of the time! You can only do what you can do.
- Don’t rely on your volunteers to do your job. Appreciate that they are wonderful volunteers, but you and your staff are the ones getting paid.
- Don’t remain sedentary. Hold the interviews, get comfortable with technology, ask the hard questions.
- Build your relationships one prospect/member/investor at a time and cultivate them to the max.
- Get paid what you are worth.
- Listen to your members and give them what they are looking for. It isn’t about you and what you value, it is about them and what they need.
CHALLENGES

COMMON CHALLENGES

- COVID
- Staff
- Time
- Face-to-face interaction
- Money
- Board of Directors
- Other/Miscellaneous
- Uncertainty
- Member Engagement
- Marketing/Communications
- Value Proposition
- Politics
- Mindset

What would you say is the #1 impediment to doing your job?

COVID, Staff, and Time were the top 3 impediments regardless of organization size or operating budget.

COMMENTS FROM SURVEY RESPONDENTS | CHALLENGES

BOARD OF DIRECTORS

- Lack of respect, backing from Board members.
- Board in-fighting - some won't stick with what was voted to be done.
- Board knowledge and training.
- Board waiting to make decisions.
- Lack of involvement and help from the Board.
- Board members not understanding their roles and responsibilities vs. staff roles and responsibilities.
- Board member engagement even after candid conversations and new board member orientation. (This may not be a fair comment during C-19 as the onboarding has been slower with canceled programming.)
- Micromanagement by Board.
- The Board needs to be in-person to drive more involvement. They were busy before, but now with everything else, they’re very busy.

TIME

- Too much volume, which means that I can't bring my "A game" to all of my responsibilities.
- Being the only employee, I can be pulled in multiple directions at once. It is easy for directors and or members to tell you what you should be doing, but often times they don't give you the help or resources to get those items done.
- It often feels like everything is urgent and we are just reacting to it all. We want to get back to when we had a plan and measured steps to expand our value to the community.
- Having to devote more time than necessary to the minutiae of membership management and event planning.
- Too much administrative work.
- Having too many tasks to do that all feel important, but not enough hours to do them.
- Too much to do. Members require too much attention for the small amount of dues they are paying.

VALUE PROPOSITION

- Portraying the value proposition of the chamber.
- Shifting what we do in the members' eyes from transactional to transformational.
- Having small businesses see the value in membership.
- Not knowing what it is that local area businesses need and want from their chamber.

STAFFING

- Lack of resources. I had to lay off my events and membership staff and I'm beginning to feel burned out.
- Not enough resources. We are a three person team doing the job of 6-8 people.
- Not enough hands. Our office is now at one staff member and we have not reduced our community involvement.
- I am a staff of one with 1-2 interns, so TURNOVER every semester is a problem. They're fantastic while I have them, though!
- Staff turnover and a lack of qualified applicants.
- We have reduced staff as part of our cost containment measures. Until we bring everyone back, we have limited bandwidth.
- Short-staffed and big expectations.
- No staff to support/brainstorm. I am now the only employee.
- Hiring and training an assistant when working remotely is the only option for said hire.
- Too often, I get caught up with personally performing administrative tasks as opposed to having staff to handle same.

UNCERTAINTY

- Not knowing when we will be able to have in-person events. How do you budget for 2021 and plan when you don't know if we will be restricted or not?
- Uncertainty - not knowing day to day what is going to happen next.
- Not knowing what the conditions will be like in early 2021 to plan events.
- Not knowing what to plan for in regards to restrictions, shut down, impact on businesses, etc.
- Constantly changing COVID statistics and regulations.
- Daily cancelations and the unknown future of government shut downs and restrictions.

LEADERSHIP

- Quality leadership.
- My superior's lack of knowledge of our systems and operations and a lack of board support.

ENGAGEMENT

- Members unable to find time for involvement.
- Membership engagement is so low, no one responds to anything anymore.
- Getting members to participate in Zoom events.
- Members not checking their emails.
## Comments from Survey Respondents | Challenges

### Money
- Not enough budget to have enough staff to do all the work a chamber does daily.
- Cashflow.
- Funding.
- Lost income.
- Lack of funding - We spend too much time trying to raise funds.
- No money. Members can't pay dues; we haven't received any grants; no Board or member support for virtual events/fundraising.
- Time and money.

### Covid
- Access to school/childcare for my children. Being home with my children makes it impossible to get out to businesses, host Zoom calls, have phone calls with members, etc.
- Business owners’ fears of potential shutdowns.
- Covid restrictions related to shelter-in-place have limited our ability to celebrate community achievements.
- Making sure people feel safe.
- Limited access to businesses.
- Virtual event Zoom fatigue and losing in-person network event opportunities.
- People WANTING in-person events. Our virtual format is somewhat successful, but people want to get together!
- Loss of motivation due to working without physical interaction.
- No strategic planning. It feels like we’re always in pandemic mode communicating and keeping in touch with businesses.
- People not feeling comfortable.
- Inability to help members who are going through furlough.
- Time allocation for COVID response has certainly been an impediment to other chamber functions.
- People not feeling comfortable.
- Limited access to businesses.

### Personal Interaction
- Not being able to meet people organically.
- Lack of face-to-face interaction.
- Restrictions preventing face-to-face contact with members and potential new members.
- Difficulty connecting with members who are working from home or off-site.
- In-person contact.
- Relationship building.
- In-person interaction is essential for relationships and networking.

### Miscellaneouss
- Easily attainable Information - figuring out some of the KPIs.
- Constant interruption.
- The limits we set on ourselves are the only impediments we have in doing our job.
- Getting pulled in too many directions at once.
- Complete and total burnout.
- We don’t really have any. Probably ourselves, because we want to do EVERYTHING!
- Love what you do or move out of the way....
- It is the nature of our job - but constant interruptions and emails.
- Our rural location.
- Lack of volunteer support.
- Lack of funding, divided community, lack of leadership among Board.
- Lack of adequate equipment to work remotely.
- Money to purchase appropriate technology.
- Outdated equipment at work and home.
- Website - we went the “cheap” route and it shows. Working on fixing that problem!

### Technology
- Polarized opinions within the community regarding health and safety guidelines.
- Politics.
- Government.

### Marketing
- Lack of marketing.
- Getting the word out as to who we are and what we do.
- Effective communication and connection with our membership is compromised by information overload.
- Just getting the word out.
- Getting members to respond to promotional ideas. They eventually do, but it takes multiple attempts.

### Mindset
- Changing the mindset of longtime members and the community.
- Anyone who struggles to see, and therefore, support the vision.
- The “we’ve always done it this way” attitude.
- Negativity.
- People who don’t want to change or can’t see the need to change.
We asked: In the past 12 months, what (if any) change(s) has your organization made that improved your job efficiency, productivity, satisfaction, etc.?

**TOP 10 COMMON IMPROVEMENTS:**

1. Technology
2. Working remotely
3. Videoconferencing
4. Processes/Operations
5. Virtual Events
6. Miscellaneous
7. Staffing changes
8. Board of Directors
9. Money
10. Member interaction/support

**COMMENTS FROM SURVEY RESPONDENTS**

**BOARD OF DIRECTORS**

- Just my board’s general support of my activities.
- Relying on Board Members more.
- Relying more on Board members to step up and take an active role in running the chamber. Taking a look at all areas and focusing on messaging and reaching beyond our members.
- The simplest “thank you” goes a long way for me. Now that I’m showing our board what a chamber SHOULD be doing to support its members and act as a business not a non-profit, I’m receiving less push-back when I suggest changes (i.e. new website).
- I’m now a “one-man-band,” and it has proven NOT to be a hindrance. I’m busy, but that’s how I love it. My Board has been gracious enough to allow me latitude to do what needs to be done to get the job done. So far we have lost fewer than 5 members due to COVID.
- The situation has forced us to have weekly staff meetings (Zoom) and our Board was much more engaged this year.
- We have been able to spend more time with individual members, which has proven our relevance.
- We are doing more for our members than we had done in the past.

**STAFF**

- We hired a part-time membership coordinator.
- After two years of not having an Executive Director, one was finally hired.
- We have had to cut 20% of our workforce (4-5 employees), so we are being forced to be more efficient.
- Increased pay in order to hire better quality candidates.
- We went though a full change of staff and are implementing tasks and procedures for each staff member.
- We have become more flexible with remote work and have contracted out marketing projects to save money on hourly employees.
- We stay as positive as we can.
- Team work. We all help each other.
- Celebrating successes.

**PROCESSES**

- Weekly emails instead of monthly newsletters.
- New technology has helped some, but mostly we’ve been able to drop tasks that don’t serve our core mission.
- It’s been a good opportunity to shed events that were time-sucks - and that might not come back (fingers crossed). It’s allowed more time to focus on larger collaborative community initiatives.
- We didn’t replace our assistant and I have worked the chamber by myself. The silver lining is we let sacred cow events go and saved money by downsizing office space.
- I asked a member (Professional Coach) to assist me in beefing up our leadership program; it worked, and helped me improve, too. And we’re doing more planning before execution.
- Have used free time to work on reorganizing and restructuring.
- We set up automation and systems to reduce work inefficiencies.
- I am new to my position and re-evaluating everything we do. We were straying from our Mission & Values Statement and have used this time to get us back on track.
- We are reviewing all of our business lines and determining what we can let go of and what we can focus more on.
- We’ve focused less on planning for the future and more on planning for what’s right in front of us.
- Expanded advocacy efforts.
- Totally revamped our business model.
- We are reviewing all of our business lines and determining what we can let go of and what we can focus more on.
- Expanded advocacy efforts.
- Totally revamped our business model.

**MONEY**

- Reduced expenses.
- Gifted funds for the sole purpose of hiring a director of events.
- Sponsorships.

**DOWNLOAD:** How to Get Your Board On Board for tips to justify new technology.
ANNUAL SURVEY RESULTS

2021 CHAMBER OF COMMERCE
ANNUAL SURVEY RESULTS

COMMENTS FROM SURVEY RESPONDENTS | WORK IMPROVEMENTS

TECHNOLOGY

- Upgraded IT to cloud-based platform and purchased a laptop for business use.
- Purchased laptops for the purpose of remote working, allowing employees to be engaged with those that are working from the office.
- Technology upgrades and training.
- Investment in technology and upgrading our website.
- Technology, virtual platforms, changing our database, and improving our communication platforms and strategies.
- ZOOM.
- We finally got ChamberMaster/Growthzone!
- Utilizing more online tools for our tasks - which is saving us time and money.
- Getting a database management system!
- New website/software system.
- Cloud computing.
- Getting GrowthZone/ChamberMaster.
- Purchased a CRM solution.
- We launched a new website that pulls content (through an API key) from our ChamberMaster database, and also integrates several CM modules - which has saved me time.
- We budgeted for and actually bought a new computer and QuickBooks upgrade - which have improved my job efficiency. Working on the website piece now which should help with higher satisfaction by the users.
- Some overdue IT upgrades.
- Software updates and open source implementation.

VIRTUAL EVENTS

- The adjustments regarding events have saved numerous hours of staff time.
- No events to distract us from more important things.
- Switching to exclusively prepaid options for events.
- Not the time suck of in person events.
- Stopped scheduled networking events just because we’ve always had them. Looked at mission based programs to showcase our value.
- Since we canceled all our events, we had time to work on back burner stuff.
- With the onset of COVID, we realized that minor networking events take away a lot of staff time. We are actually in a much better position since some of that was canceled.
- The move to online meetings has added flexibility and time savings. The move to online events has greatly reduced cost and increased participation by 500%.
- We have made many changes to adapt to virtual and hybrid style meetings. Our chamber president is extremely efficient in making sure we have the tools to keep moving forward.
- Being able to work remotely and the purchase of a laptop in order to do so. Being given more trust and flexibility to do the work that needs to be done in a way that also fits my family’s changing needs with remote school, etc. has been helpful. NOT having huge events was hard financially, but it was nice to step away from them and provided an opportunity to see how it might be to move away from them in the future (a discussion that we’ve had before).
- Become better at operating virtually with various platforms and have been creative in offering services and an event virtually.
- As much as there has been way too many virtual meetings associated with this crisis, if these are managed more efficiently you are able to get more work done, spending less time preparing minutes (you get to the point quickly and spend less time in a meeting) and less time preparing your office/conference room/etc. for a crowd of people. Also, virtual conferences have been cut in half, getting to the meat of the information more quickly and efficiently. The networking aspects associated with conferences can also be more efficient using the virtual format.
- No conference or drive time.

VIDEO CONFERENCING

- Less driving around to members or prospective members.
- Virtual meetings provide more time in the office, less drive time, and downtime.
- Virtual meetings have enabled us to attend to more since we don’t have travel time now.
- More flexibility in mode of meetings - less drive time.
- Zoom and other virtual calls save us lots of time and travel expense.
- Zoom meetings vs in person meetings have bought me time (not having to commute), but I’m finding that I have even more meetings than I used to.

REMOTE

- Ability to work remotely. Instead of having to take time off for something like letting in a repairman, I can still get work done.
- There are fewer distractions and I can get my work done in a more timely manner.
- Working from home provided fewer distractions.
- I can work remote or at the office. I spend way less time in my car.
- Ability to work from home allowed me, and others, to maintain work responsibilities while managing home life struggles as a result of COVID (e.g., home schooling).
- Most days, working from home was more productive than being in the office.
- When working from home, I’m actually more productive.
ABOUT GROWTHZONE

The GrowthZone mission is to empower organizations with the tools they need to grow membership, keep members engaged, keep members longer, and do more in less time.

GrowthZone ChamberMaster Edition is a full Membership Management System with **built-in payment processing, e-commerce, fundraising, marketing automation, member prospecting**, and more.

Schedule a quick, no-pressure demo to see GrowthZone in action.

**SCHEDULE DEMO**

GrowthZone ChamberMaster Edition features a comprehensive suite of productivity modules for membership organizations, including:

- Website Content Management
- Email Marketing Automation
- Fundraising
-Billing
- Event Registration
- Event Exhibitor/Session Management
- Membership Prospecting
- Payment Processing
- Certification Tracking
- Chapter Management
- Mobile Staff App
- Website Hosting
- Advertising/Sponsorship
- Online Store
- Project Management
- Form Builder
- Job Boards
- Contacts
- Communication
- Lists/Committees
- Fundraising

www.growthzone.com/chambermaster