EDMONTON CHAMBER OF COMMERCE

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Job Title: Chamber Coordinator

Organization: Edmonton Chamber of Commerce
Location: Edmonton
Job Type: Full-Time, In Office
Salary: $55,000 - $65,000

Job Overview:

The Chamber Coordinator is the first point of contact for businesses and community members engaging with the Chamber of Commerce. This role involves providing exceptional service in external interactions with the business community, addressing inquiries, supporting Chamber events, and assisting with financial transactions. The ideal candidate will be a professional, detail-oriented individual with strong communication skills and a passion for serving the local business community.

Key Responsibilities:

- **Chamber Support**
  - Serve as the customer-facing role within the Chamber and for the World Trade Centre. Ensure in-person availability during open office hours.
  - Support with the ordering and maintenance of office supplies, kitchen supplies and other necessary items as required for the Chamber team. Ensure adequate supply and overstock as needed for the continuous operations of the office team.
  - Adhere to and manage budget for office, kitchen and other supply purchases.
  - Administrative tasks as needed
  - Manage and coordinate parking lot usage requests in accordance with relevant policies.
  - Complete tasks and duties as required, including flexibility to support other departments as needed.
- **Conference and Event Rental Space (World Trade Centre 6th Floor)**
  - Coordinate and manage all facility bookings including meeting rooms, event spaces, catering services, and audiovisual equipment to ensure optimal utilization and customer satisfaction.
  - Serve as primary client liaison throughout the booking process, from initial inquiry through event completion, providing detailed information about venue capabilities, pricing, and availability
  - Maintain comprehensive booking calendar and reservation system to track room availability, prevent scheduling conflicts, and maximize facility revenue through strategic space allocation

  - Process contracts, deposits, and payment arrangements while ensuring all booking terms, cancellation policies, and facility guidelines are clearly communicated and documented
  - Support with development and implementation of a strategy to increase Conference and Event Rental Space bookings.
- **Member Support & Inquiries:**
  - Provide accurate information regarding Chamber membership benefits, services, events, and programs.
  - Support prospective members with basic inquiries, connecting them to the appropriate member of the membership team for follow-up.
- **Financial Support:**
  - Process membership payments, event registrations, and other financial transactions accurately.
  - Assist with generating and invoicing members for membership fees, event participation, and other services.
  - Handle payment-related inquiries, ensuring members understand billing processes, dues, and other financial details.
- **Administrative Support:**
  - Serve as the primary point of contact for inbound calls, emails, and walk ins, addressing member and public inquiries.
  - Maintain accurate records of member interactions and inquiries using the Chamber's CRM software.
  - Assist in processing new member applications including generating invoices, monitoring and processing payments, membership renewals, and payments.
  - Support the preparation and distribution of membership materials, including welcome packets and renewal notifications.
  - Help manage member databases and ensure up-to-date and accurate member information.
- **Event & Program Support:**
  - Support the planning and execution of special events, meetings, and networking activities as needed.
  - Coordinate with vendors, key partners, and both internal and external stakeholders through the event-planning process, as required.
  - Support with transportation, setup, and breakdown logistics for events, both on and offsite.
- **Collaboration & Team Support:**
  - Work closely with other Chamber departments to provide seamless member service and support cross-departmental initiatives.
  - Work with your Director, as needed, to ensure appropriate balancing of Membership and Event-based duties.
  - Collaborate with the finance and membership teams to ensure accurate financial transactions, including invoicing and payment processing.

- Provide feedback to leadership on member needs, concerns, and potential improvements to service delivery.
- Other duties as assigned

Qualifications:

- High school diploma or equivalent required; some college coursework or a degree in business, accounting, communications, or a related field (preferred).
- 1-2 years of experience in customer service or a client-facing role, preferably within a membership-driven organization, Chamber of Commerce, or association.
- Basic understanding of financial processes such as invoicing, payments, and reconciliations.
- Strong communication skills, both written and verbal.
- Ability to provide excellent customer service and resolve issues with professionalism.
- Proficiency with Microsoft Office Suite and CRM or membership database systems.
- Strong organizational skills and attention to detail.
- Ability to multitask, prioritize, and manage time effectively in a fast-paced environment.

Personal Attributes:

- Commitment to providing excellent customer service.
- Team player with strong interpersonal skills and a positive attitude.
- Detail-oriented and highly organized with the ability to handle multiple responsibilities simultaneously.
- Problem solver with a customer-first mentality.
- Comfortable handling financial transactions with accuracy and integrity.
- Willingness to learn and adapt to new tasks and technology.

To apply, please submit a cover letter and resume to tlabbe@edmontonchamber.com with "Chamber Coordinator" in the subject line.

Applications close on October 10th, 2025.