

## Job Title: Chamber Support Representative

**Organization:** Edmonton Chamber of Commerce

**Location:** Edmonton

**Job Type:** Full-Time

### Job Overview:

The Customer Service Representative is the first point of contact for businesses and community members engaging with the Chamber of Commerce. This role involves providing exceptional service for 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:

- **Member Support & Inquiries:**
  - Serve as the primary point of contact for inbound calls, emails, and walk-ins, addressing member and public inquiries.
  - Provide accurate information regarding Chamber membership benefits, services, events, and programs.
  - Assist prospective members by explaining membership options, benefits, and the application process.
  - Resolve member issues in a timely and professional manner, escalating complex issues to appropriate departments when necessary.
- **Financial Support:**
  - Process membership payments, event registrations, and other financial transactions accurately.
  - Assist with 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:**
  - Maintain accurate records of member interactions and inquiries using the Chamber's CRM software.
  - Assist in processing new member applications, 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 Assistance:**
  - Provide oversight and management on all event rentals in the World Trade Centre building. Including: room booking, room setup, catering orders, reception and client support.
  - Support the planning and execution of special events, meetings, and networking activities as needed.
- **Collaboration & Team Support:**
  - Work closely with other Chamber departments to provide seamless member service and support cross-departmental initiatives.
  - 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.

**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.

**Benefits:**

- Competitive salary.
- Benefits.
- Paid time off and holidays.
- Opportunities for professional growth and development.