EDMONTON CHAMBER OF COMMERCE

#600 World Trade Centre - 9990 Jasper Avenue
Edmonton, Alberta, Canada, T5J 1P7
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Treaty 6/Métis Territory

edmontonchamber.com

Member Engagement Intern

Reports to: Amin Samji, Director, Member Services
Location: World Trade Centre Edmonton
Position Type: Internship, In Person
Hourly Wage: $20.00

To apply, please submit a cover letter and a resume to Jill Kaufman, jkaufman@edmontonchamber.com.

Position Summary

The Edmonton Chamber of Commerce is seeking a Member Engagement Intern to support membership sales, renewals, communications, and engagement initiatives. This entry-level position provides experience in member relations, business development support, and stakeholder communications within a dynamic, member-driven organization. It is ideal for an organized, detail-oriented individual who enjoys working with people and contributing to meaningful member experiences.

Primary Purpose

Provide administrative, communications, and project support to the Membership and Engagement team. Assist with member outreach, renewals, event coordination, research, and database management to strengthen relationships with existing and prospective members.

Key Responsibilities

- Support membership sales and renewals through outreach, follow-ups, and accurate recordkeeping in the CRM.
- Assist in preparing membership proposals, renewal materials, and engagement reports.
- Draft and proofread communications such as newsletters, event invitations, and member updates.
- Conduct research on member companies, prospects, and industry trends to inform engagement strategies.
- Coordinate meeting and event logistics, including scheduling, invitations, RSVPs, and setup.
- Maintain organized member records, files, and shared folders for easy access and retrieval.
- Track action items and assist with ongoing projects and initiatives related to membership growth and retention.
- Provide administrative support to the Director of Member Engagement and the broader team, including scheduling and documentation.

Required Qualifications

- Diploma or degree (completed or in progress) in Business, Communications, Public Relations, Marketing, or a related field.
- Strong organizational skills with attention to detail and accuracy.
- Clear written and verbal communication skills.
- Proficiency with Microsoft Office or Google Workspace and ability to learn CRM and project management tools.
- Ability to manage multiple priorities, meet deadlines, and work collaboratively within a team environment.

Preferred Qualifications

- Experience in customer service, sales support, or member relations.
- Familiarity with CRM systems, event management, or marketing communications.
- Experience preparing correspondence, reports, or meeting materials.
- Comfort engaging with business professionals and community stakeholders.
- Professional demeanor, discretion, and a service-oriented approach.

Work Requirements and Environment

- Represent the Edmonton Chamber of Commerce professionally in all interactions with members and partners.
- Support Chamber events, meetings, and engagement activities, including occasional after-hours commitments.
- Maintain confidentiality, uphold non-partisanship, and ensure accuracy and responsiveness in all member-facing work.

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