

Events & Member Experience

- Deliver a polished guest experience at Chamber events, from registration to follow-up.
- Connect members to the right events, networking opportunities, and each other.
- Facilitate member introductions and collaboration where you see a fit.

Communications & Administration

- Keep member records accurate and current in the CRM — the engine behind everything we do.
- Contribute membership content for newsletters and member communications.
- Track participation and engagement metrics, and support membership reporting.
- Maintain SharePoint files, documentation, and team resources.

Team Support

- Support membership growth campaigns, special projects, and outreach to prospective members.
- Collaborate across Membership, Events, Communications, and Policy teams to deliver one consistent member experience.

Other duties as assigned

Qualifications

- 1 to 3 years of experience in customer service, membership services, event coordination, account support, community engagement, or a related field.
- Comfort building relationships with business leaders and community partners.
- Experience with CRM systems, Microsoft Office, and SharePoint.
- Flexibility to work occasional early mornings, evenings, and events.

Personal Attributes

- **A natural relationship builder.** You're warm, approachable, and at ease talking with everyone from first-time entrepreneurs to CEOs.
- **Exceptionally organized.** You juggle multiple campaigns, events, and follow-ups without letting anything slip - details are your superpower.
- **Proactive and ambitious.** You don't wait to be asked. You see what needs doing, do it well, and look for what's next.
- **A clear communicator.** Your writing is sharp and your conversations leave people feeling heard.
- **Invested in Edmonton.** You genuinely care about this city's business community and want to help it thrive.

