

MEMBER SERVICES REPRESENTATIVE

For 135 years, the Edmonton Chamber of Commerce has championed growth, innovation, and profitability in Edmonton's business community. Representing members ranging from small businesses to large enterprises across all sectors, we advocate for their interests at all levels of government, fostering a thriving and sustainable business environment. Our strategic partnerships and innovative services empower businesses to succeed and contribute to Edmonton's prosperity.

To learn more visit www.edmontonchamber.com/about

POSITION SUMMARY

The Edmonton Chamber of Commerce is seeking a detail-oriented Member Services Representative to join our team on a part-time basis. This role is primarily responsible for managing the accounts receivable process for membership dues and other outstanding invoices. Key duties include ensuring timely collection of payments, maintaining accurate records, and fostering positive relationships with our valued members throughout the collection process.

Position Title: MEMBER SERVICES REPRESENTATIVE**Reports to:** Director of Member Services

Hours: 20 hours per week

Salary: \$30-\$35/hour

KEY RESPONSIBILITIES

Invoice Management & Collection

- Follow established accounts receivable procedures for membership dues and other invoice collection according to our aging categories (1-30 days, 31-60 days, 61-120 days, and 120+ days)
- Send timely reminders (email and phone call) to members with outstanding invoices based on the established schedule
- Connect with members with overdue accounts following our structured approach and scripts
- Document all communications and payment promises in our CRM system
- Process payments received through various methods (credit card, EFT, cheques)
- Coordinate with the membership team regarding potential cancellations due to non-payment

Reporting & Analysis

- Generate and maintain weekly aging reports for all outstanding invoices
- Contribute to monthly retention effectiveness reporting
- Track and categorize membership cancellation reasons
- Identify trends in payment behaviors and recommend process improvements

Member Relations

- Maintain a professional, courteous approach in all communications with members
- Understand and effectively communicate membership benefits during collection calls

- Identify members experiencing difficulties and escalate to appropriate team members for retention efforts
- Coordinate with Member Services for follow-up meetings with at-risk members
- Oversee membership engagement and retention touchpoints
- Support with membership administration
- Oversee monthly batch invoicing for membership dues

QUALIFICATIONS

Required

- Previous accounts receivable experience (1-2 years)
- Comfortable making phone calls
- Strong verbal and written communication skills
- Excellent attention to detail and organizational abilities
- Proficiency with Microsoft Office suite, particularly Excel
- Experience with CRM systems
- Comfortable making collection calls with a professional, solutions-oriented approach
- Ability to handle sensitive financial conversations with tact and diplomacy

Preferred

- Previous experience in a membership-based organization
- Best practices knowledge of accounts receivable
- Experience with accounts receivable reporting and analysis
- Understanding of membership retention strategies

The Edmonton Chamber of Commerce is committed to creating a diverse and inclusive workplace. We encourage applications from all qualified individuals, including those from underrepresented groups.

To apply: Please submit a cover letter and resume to hthomson@edmontonchamber.com.