

4815 – 44 Ave
Stony Plain, AB T7Z 1V5
www.gprchamber.ca
780.963.4545



GREATER
PARKLAND
REGIONAL
CHAMBER

Job Posting – Membership Services Coordinator

Are you interested in working in a team-oriented and dynamic membership services role? Do you thrive in a fast-paced environment and want to make an impact on the regional business environment? Then look no further!

ABOUT US

The Greater Parkland Regional Chambers of Commerce is a new organization formed by a membership decision to combine several Chambers of Commerce into a united entity beginning by bringing the Spruce Grove, Stony Plain & Wabamun Chambers of Commerce together into the regional business circle.

Serving over 900 members, the purpose of the Greater Parkland Regional Chamber of Commerce is to actively engage with members, business community and stakeholders to continuously promote a pro-business environment in the region building on its pillars of:

- Advocacy
- Membership
- Organizational Excellence

ABOUT THE IDEAL CANDIDATE

Our chamber is focused on expanding our membership base and driving continued sustainable organizational growth. The Membership Services Coordinator will be responsible for promoting and supporting the value of the chamber membership. We are looking for a hard-working, passionate individual who desires to support our community's economic and social well-being to help us build our relationships with new and current members.

By utilizing proven relationship management, membership service skills, the incumbent will work as a team to maintain and increase membership, advocate for our members and work as a liaison between the members and the chamber. You will also be part of a group responsible for cultivating new opportunities to be the trusted source and voice of business in the Tri-region.

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The success of this membership group will be measured by:

- Growth of the membership
- Membership retention
- Reputation for value
- Membership satisfaction
- Support of other chamber events and initiatives

This position will work directly with our Membership Services Specialist and will report to the CEO. As the ambassador of our chamber, the main duties are:

- Develop and implement a **membership strategy** for growing the Chamber's membership while maintaining its current membership
- **Develop relationships** with new and prospective members, on-board and orient new members
- Maintain and **nurture relationships** with existing members, creatively explore ways of adding value and being a voice to the business
- Maintain **regular communications** with all members through mass communication, personal visits, telephone, email and mingling at special events, gather feedback, inquire if they are knowledgeable of and accessing services/benefits and chamber communications; satisfaction with the services received, and the value they receive, etc.
- Play an **active role** at chamber events and other opportunities to welcome members, particularly new members, assist them with introductions and other networking and marketing opportunities
- Work closely with the Communications & Media Specialist to discuss marketing strategies and materials
- Respond to inquiries made in-person or via telephone, mail, fax or e-mail in a friendly, informative manner
- Maintain and update the membership database, ensure accuracy and confidentiality of the data
- Provide various statistical analyses of the membership as required by the CEO. Conduct analysis to identify trends, member engagement, member segmentation, etc.
- Other related duties as assigned

WHAT YOU NEED TO POSSESS

- 3+ years experience in fast-paced membership services, with a focus on membership development and retention
- Be a natural connector, a self-starter and able to work with limited direction

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- Passionate about working with people; demonstrate a high level of confidence, professionalism, positivity, proactiveness and tact when interacting with others
- The ability to demonstrate successful membership service, retention, and growth and the ability to relate to and empathize with members and potential members is essential
- Excellent relationship management skills which result in proven ability to quickly earn the trust of members, sponsors and key stakeholders, mobilize and motivate teams
- Use active listening skills to understand the members' needs and uncover the underlying issues
- Manage competing priorities to meet the deadlines and have excellent multitasking skills
- Understand the business needs of the members and stay current with trends and issues affecting the business landscape of the region
- Strong communication (both oral and written) and interpersonal skills with a diversity and inclusion focus; skillful in speaking in front of large groups
- Work well both independently and in a collaborative team environment
- Proficient in Microsoft Office, Google suite apps and related office software
- Exceptional organizational, multi-tasking and time management skills
- Great attention to detail and accuracy
- An ability to cope in high-pressure situations, and to deal with conflict and difficult customers
- Exhibit creativity in problem-solving, flexible and responsive
- Must have a clean driver's abstract and own reliable vehicle and insurance

WORK ENVIRONMENT

Up to 50% of the work is typically performed in an office environment, with the rest of the time travelling throughout the community and meeting with businesses and attending/organizing events.

This is a part-time position (20 hours per week). In order to adequately perform the essential duties of this position, the incumbent will be required to work outside these hours.

A great healthcare benefits package and free parking are provided.

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APPLICATION PROCESS

We welcome you to send **your resume and cover letter** to badabconsultinginc@gmail.com by **midnight of September 9th** with “Membership Services Coordinator” in the subject line. BadaB Consulting Inc. is our contracted HR service provider.

Three references with contact information will be required. The chosen final candidate will also be asked to conduct a police information check.

We are an equal opportunity workplace and welcome cultural diversity in our workforce.

We thank all applicants for their interest; however, ONLY those selected for an interview will be contacted.