

Membership Services and Events Coordinator position

Deadline for application is 5 pm July 10th. Resumes to be sent to chamber@penticton.org

This position is a fulltime position that reports directly to the Chamber Manager. The Coordinator is responsible for executing all member services as well as the development and implementation of initiatives to increase, retain, and educate the Chamber membership. This position will also plan the events for the membership as well as the Chamber office.

Key responsibilities involve providing services to the members, handling all member inquiries, promoting the interest of all members, actively seek new memberships, actively encourage member retention, and support the Chamber's operational plan.

The Coordinator will be skilled in sales, communication techniques, and strong customer service to encourage retention. Maintaining a professional image and attitude at all times while in the office and while representing the organization at events and other public duties. Must be comfortable speaking in front of small and larger groups in many different types of environments. Strong computer skills in Microsoft Office software, internet and email programs, and database management is required. Ability to meet deadlines, create and implement projects, provide leadership when needed. A broad knowledge of the business community and current new businesses is required on an ongoing basis. Hold a current "Serving it Right License" for Chamber events that serve alcohol. Must be able to preserve confidential information regarding members, businesses and the community at large.

Membership Services

- Provide and develop all related membership materials, paperwork and benefit plans and collection of membership payments and dues; be well informed on all membership benefits and discounts and how they work.

Public Relations

- increase Chamber relations with the members, media, business community and other Chambers of Commerce, develop personal professional relationships
- represent Chamber at community or business events when required (Open houses, New business launches, Penticton Women in Business lunches, Breakfast of Champions)
- when needed speak to groups and organizations such as Community Futures small business start up classes on benefits of membership and what Chamber is all about
- end out hand written thank you notes on an ongoing basis to contacts/new contacts; general membership

Events Planning

Organize all events for the office, i.e. Business after Business, Business Excellence Awards, Valley Wide, AGM's, Open House events, etc.

- Responsible for organizing and obtaining hosts, marketing to membership
- educating membership about our event works
- Attend all Chamber events
- Supply information to executive assistant for membership advertising.

Chamber Ambassador Program - Implement & Develop Membership programs

- Research new programs/events that may benefit the membership
- Proof Grapevine, The Voice, Events Calendar
- Assist with executive assistant's duties when required
- Handle all membership enquiries
- SuperHost Facilitator – attend training workshops and then sell and facilitate the program