

## Membership Engagement Coordinator

### OVERVIEW:

Established in 1845, the Hamilton Chamber of Commerce is the city's oldest institution. The Chamber office is located in the heart of downtown Hamilton and represents 1,000+ member businesses. The Chamber is committed to contributing to the success of our members and our community. The Chamber offers a collaborative and flexible work environment and a competitive employee benefits package.

### JOB DESCRIPTION:

The Membership Engagement Coordinator will be a key player on the Chamber team within Membership Services. This position will play a key role in meeting the needs of the organization's current members and in developing and implementing strategies to aggressively increase the membership of the organization.

### ROLES AND RESPONSIBILITIES:

In this capacity, you will be responsible for:

#### Membership Services:

- Assisting with growing the membership of the Chamber by supporting the Membership Manager in the prospecting, onboarding of new members and the retention of current members
- Enhancing and exhibiting strong membership value to current and prospective members
- Acting as a connector for and among our members
- Managing and growing the organization's affinity and member program offerings
- Engaging members in the Chambers programs, policy development and initiatives

#### CRM Delivery and Maintenance

- Assisting with the implementation and oversight of the organization's CRM system
- Managing monthly status reports and providing updates to Chamber management based on analytics from the CRM and other tools
- Managing and tracking interactions with Chamber members through the Chamber's CRM

#### Marketing/Communications

- Collaborating with the team to develop and execute external communications and marketing strategies to members and stakeholders
- Ensuring the organization's website is up-to-date and effective
- Assisting in the creation of all marketing materials including weekly newsletter, social media, video content etc.

**QUALIFICATIONS:**

**The ideal candidate will:**

- Be a natural connector
- Adhere to the highest standards of customer service
- Have excellent organizational and project management skills
- Possess superior communication skills, both written and oral
- Have excellent interpersonal skills that will allow you to establish and maintain strong relationships with the Chamber's membership network and broader business community
- Understand the needs of Chamber members and the local business community
- Be highly self-motivated and work with limited direction
- Be highly organized and demonstrate superior time management skills
- Be able to handle changing priorities and strict deadlines
- Strong attention to detail

**EDUCATION AND/OR EXPERIENCE:**

- Minimum of 2-3 years experience in similar role
- University degree or college diploma is required
- Skills and experiences in social media, graphic design, WordPress and video editing is an asset
- Experience with another Chamber or member-based association is an asset

**COMPENSATION:**

Compensation is commensurate with experience. The term of this position is a one-year contract, to start.

**DEADLINE:**

Deadline to apply is May 28, 2018. Please submit your resume and cover letter to Whitney Eames at [w.eames@hamiltonchamber.ca](mailto:w.eames@hamiltonchamber.ca).