

Member Relations Specialist

The Whistler Chamber of Commerce is seeking a service orientated and reliable specialist to join the Whistler Chamber team. The Member Relations Specialist is a key point of contact with our members, the public, and potential members. The role is the key connector for Whistler's business community, driving membership revenue, diversifying member benefits and ensuring excellence member service and relations. The position will be at the centre of it all with a finger on the pulse of all Chamber programs, events and activities, elevating the Member experience.

If you are looking to make meaningful connections, in a fun and welcoming team environment while enhancing your skills and growing your career in Whistler, then this is the role for you!

Job Summary

Reporting to the Manager, Member Services and Operations, the Member Relations role is critical in moving the Chamber's strategic plan forward, increasing value and use of member benefits while maintaining our current membership base. This role is focused on pro-active member engagement to foster solid member relations. They will meet with members, onboard new members, ensure awareness of programs / services and drive the member value proposition. They will need to be able to work independently and within a close-knit team to allow the Whistler Chamber to excel in member engagement and value.

The Whistler Chamber is looking for a self-starting service star who;

- is reliable, responsive and knows how to build relationships
- is proactive and confident meeting members and partners
- enjoys serving our members and their employees
- is able to communicate using compelling and easy language
- Is very familiar with Microsoft Office and eager to learn our internal IT systems
- Is upbeat and positive

Primary Responsibilities

Member Engagement

- Works with the ED and Manager, Member Services & Operations to design and implement pro-active engagement strategies to increase member engagement and retention
 - Quarterly member meetings, lunches, coffees etc.
 - Renewals, new members, different tier members, dropped and potential etc.
 - Collateral and materials to support members (e.g. window decals)
- Manages new member onboarding and early engagement check-in experience
- Engages with members to build long-term strategic alliances and partnerships.

Membership Driver:

- Works with the management team to create and execute quarterly membership campaigns (renewal/signup) to achieve annual membership goal.
- Conduct annual reach out to all members during renewal season.
- Develop and execute a new member attraction plan

Promote Membership Products & Services:

- Work with the Marketing and Events Manager to assist in execution of relevant marketing plans to increase awareness of benefits, services and programs
- Monitor and actively promote Chamber's Group Benefits usage
- Enhance the member to member benefit program
- Upsell add-on membership products and services such as:
 - Advertising and partnerships
 - Events and training attendance
 - Whistler Experience programs
 - Boardroom bookings

Strategic Implementation:

- Contribute strategically to driving Chamber products and services that meet the needs of members
- Recommend and implement new member benefits to add to the member value proposition
- Conduct member surveys, as appropriate
- A strategic contributor for event topics and facilitators
- Create KPI's that are aligned with the Chamber's strategic plan
- Meet quarterly drivers to move the strategic plan forward
- Compile membership metrics and reporting for board and team meetings
- Work with the management team in in conducting a membership tiers, value and pricing review

Membership Administration

- Manage member profiles and ensure profiles in Chamber Master are up to date
- Enters new member information into the member database, e-news database, processes membership fees and member payments
- Assist members with CRM software and troubleshoot accordingly.
- Record feedback from members on products and services
- Works with Chamber Master (CM) to prepare reports and queries as required

Marketing and Events

- Assist the marketing team in maintaining the member communications plan
- Conduct direct outreach to drive attendance for upcoming events & programs.
- Provides any additional supporting research required for successful events and programs
- Acts as a host at event registration tables provide member information
- Manage scheduling, contracts, event listings, planning and logistics (catering, minute taking, pre/post event member correspondence) for the following:
 - Advocacy in Action / Membership 101 / Quarterly member meetings

Knowledge and Skill Requirements

Accountable – You are dependable and deliver on promises

- Min two years' experience in a role involving relationship management
- Driven to fulfill customer and member requests efficiently
- Excellent knowledge of Outlook, Microsoft Word, Excel and PowerPoint
- Demonstrated planning and organization skills

Bold – You take initiative and fulfill Members requests efficiently

- Bring a sound knowledge of the Whistler business community and the Whistler Chamber
- Ability to use initiative to prioritize and work effectively, under pressure and to tight deadlines
- Ability to work independently, think creatively, solve problems and develop new skills
- Excellent time management skills and attention to detail

Connected – You share our Whistler 'Wow' and personalize the experience

- Excellent verbal, public and written communication
- Customer-facing role and/or sales and marketing experience
- Thrive in a small, cross-functional team environment
- An ambassador for the Whistler business community

About the Job

- 20-40 hours per week.
- \$45,000+, depending on experience and hours
- If full time hours:
 - Extended health & dental benefits after three months
 - Annual wellness allowance
- Flexibility to work occasional evenings as per event requirements
- Flexible work environment, including office, remote and in field (i.e. meeting members)
- Multiple training and learning opportunities available
- Work with a fantastic team and a company that offers lots of growth potential

About the Whistler Chamber

The Whistler Chamber is a non-profit, member-based organization. We are here to help our members achieve business success. Our vision is for thriving businesses in a resilient mountain resort community.

- We create connections
- We provide business supports
- We advocate for business
- We strive for organizational excellence

The Whistler Chamber is committed to equal employment opportunities and treats all people fairly, with respect and dignity. We welcome applications from all qualified candidates. Please let us know if there is anything we can do to help with the recruitment process.

If you would like to be part of a dynamic and passionate team, send your resume to Louise Walker, Executive Director at louise@whistlerchamber.com. Deadline for submission: **Friday February 7, 2025.**