



The Canadian Black Chamber of Commerce (CBCC) seeks a:
Membership & Administrative Assistant

Summary:

The Canadian Black Chamber of Commerce (CBCC) is dedicated to elevating economic development of the Black Business Community. We are committed to conducting the required collaboration and research that delivers evidence-based solutions that improve the lives and strengthen economic growth within the Black Business Community.

The CBCC is seeking an experienced, energetic and collaborative individual who will play a key support role in achieving the CBCC's core mission and serving our amazing membership through the position of Membership Coordinator. This role is a key member of the Operations team, reporting to the Office manager. The Membership Coordinator is responsible for administering membership programs, tiers, and benefits, to grow and cultivate our membership base. The Membership Coordinator will assist in generating revenue for the Chamber and add value for members. You are responsible for ensuring the growth and retention of the Chamber membership base by implementing and maintaining comprehensive recruitment, engagement, and service programs resulting in strong, stable relationships. You are a collaborative leader who works closely with colleagues, and who understands and conveys to members how the entire organization serves our membership base of businesses and organizations.

Essential Duties and Responsibilities

- Contact members on a regular basis to ensure they are satisfied with their membership and services
- Create and cultivate strong relationships with members through effective outreach and engagement
- Coordinate programs, events, explore, research, and implement best practices for managing membership programs for Chambers of Commerce and similar business membership organizations.
- Coordinate affinity programs with a focus on increasing member satisfaction and retention.
- Assist with the development of our annual programming strategy to effectively engage members and deliver clear value for their investment.
- Work closely with the Marketing & Communications team to execute programs and activities
- Coordinate the membership team to proactively identify and recruit new members, process inquiries and applications, and assist with onboarding member candidates referred to the Chamber to accomplish our forecasted membership goals.
- Coordinate new member orientation process and materials to maximize the value of their membership.
- Maintain up-to-date membership metrics and monitor progress toward annual goals by regular, active use of our customer relationship management system.
- Partner with other organizations and businesses to allow the Chamber to add value for members.
- Ensure the Chamber is providing value and fulfilling the needs and expectations of members through feedback from members and membership surveys.

Required Knowledge, Skills, and Abilities

- Demonstrated track record of meeting or exceeding measurable goals in a large, fast-paced membership-nonprofit environment.
- Able to work well independently and in a team environment.
- Strong Customer Relations and sales skills.

- Experience in the use of social media and social networking (e.g., Facebook, Twitter, IG, LinkedIn) and technology (i.e., website) to communicate with or educate members, generate revenue, and broadcast mission.
- Ability to deal personably and positively with individuals including staff, members, volunteers, Board, and the public.
- Familiarity and competence with customer relationship management software applications, such as Maximizer, Glue-up, Salesforce or other CRM tools that are Chamber approved.
- High degree of proficiency with Microsoft products and web-based applications.
- Excellent written and verbal communication skills.

Candidates for this position should possess:

- Post-secondary education in Business, Marketing, Communications, or a related field; and Five years of relevant experience; or An equivalent combination of education and experience
- Demonstrated passion for economic issues facing Black business/entrepreneurs.
- Ability to work with details and time-sensitive issues
- Good decision-making skills and response to high-pressure situations
- Highly developed interpersonal skills, a commitment to customer service, and a professional demeanor.
- Customer service training
- Experience in a professional association or similar not-for-profit setting
- Familiarity with MS Office and various business software (e.g. ERP, CRM), data analysis and performance/operation metrics and Business infrastructure
- Benefits include: healthcare, dental, vision, term life and disability insurance.
- Required to use Chamber established software, equipment and internal database management systems.
- Required to work from office Monday to Friday 9am to 5:00pm

Experience in the following areas would be considered an asset:

- Non-profit or Charitable organization, Association , Governance (Board of Directors) administration
- Communications and Marketing, Government relations, Bilingual (French, English)

The expected start date is **March 1, 2024**. The starting salary for this position is within the range of **\$50,000-\$55,000** depending on skills and experience. A comprehensive benefit package is also part of the competitive employment package.

If you feel your experience meet the requirements for this exciting opportunity, please submit your letter of interest and resume. Your application should be addressed to the Hiring Committee, Canadian Black Chamber of Commerce and must be submitted electronically to HR@canadianblackchamber.ca by February 17th, 2024.

We are committed to diversity, equity and inclusion and values the voices of lived experiences and perspectives of individuals of all backgrounds. We strongly encourage qualified Black, Indigenous and other racialized individuals to apply. We are committed to making our recruitment process accessible to all candidates and provide accommodations upon request.

We thank all applicants and advise that only those selected for an interview will be contacted. Further, we wish to advise that personal information obtained during the recruitment process is collected and retained solely for the evaluation process, in accordance with the Association's Personal Information Protection Policy. Further information of the policy can be found on CBCC's website www.canadianblackchamber.ca