



## ONTARIO CHAMBER OF COMMERCE EMPLOYMENT OPPORTUNITY

### Corporate Member Experience Specialist

Location: 180 Dundas St. West, Toronto, Suite 2105

Working Arrangement: On-site

Reports to: Vice President, Business Development & Member Experience

Full-time, Monday – Friday from 9:00 a.m. – 5:00 p.m. (Hybrid)

#### Overview of the position

The **Corporate Member Experience Specialist** is a key role at the Ontario Chamber of Commerce, responsible for fostering meaningful relationships with members, driving membership growth, and supporting the Chamber's mission. The ideal candidate will leverage their experience in sales, relationship management, and business development to provide exceptional value to our members and attract new business opportunities.

#### Key responsibilities

- **Member Relationship Management:** Build and maintain strong relationships with existing members, ensuring high engagement and retention.
- **New Business Acquisition:** Identify and attract prospective members, communicating the value of Ontario Chamber to achieve their business needs.
- **Partnership Opportunities:** Understand member goals and challenges to propose Chamber programs, sponsorships, and events.
- **CRM Management:** Maintain accurate and up-to-date member records in the Chamber's CRM system, ensuring effective communication and tracking of member interactions.
- **Business Development Coordination:** Plan, execute, and report on sales activities to meet membership growth and retention goals.
- **Collaboration with Teams:** Work closely with public affairs, policy, programs and business development teams to align sales strategies with organizational priorities.
- **Event Engagement:** Represent the Chamber at member-focused events, serving as a key contact for relationship building and lead generation.

## Qualifications

- A minimum of 5 years of experience in sales, account management, or relationship management.
- Proven track record of achieving sales targets and fostering long-term client or member relationships.
- Experience with CRM platforms, sales pipeline management and Microsoft office
- Strong communication, written, presentation and interpersonal skills
- Highly organized, proactive, and results oriented.
- Understanding the role that business priorities play in setting public policy in Ontario is an asset

## What We Offer

- An inclusive and collaborative work culture.
- Three (3) weeks of paid annual vacation days.
- RRSP matching.
- Health and dental benefits and an employee and family assistance program.
- Training and development programs.

## What's next

Once you apply, we'll review your resume and contact you if we believe your skills and experience will make you successful in the role. If you are selected to move forward, the process will include one or more interviews and/or assessments and reference checks.

## How to Apply

Please email your CV and cover letter to [resumes@occ.ca](mailto:resumes@occ.ca) by or before January 24, 2025. Interviews will be held on a rolling basis until the position is filled.

## About Us

The Ontario Chamber of Commerce (OCC) is the indispensable partner of business and Canada's largest, most influential provincial chamber. It is an independent, non-profit, advocacy and member services organization. The OCC has 60,000 members, including large multinational corporations, small-to-medium-sized enterprises, labour unions, postsecondary institutions, non-profits, associations and close to 160 chambers of commerce and boards of trade.

The OCC's mission is to convene, align and advance the interests of its members through principled policy work, value-added business services and broad engagement to drive competitiveness and sustainable, inclusive economic growth in the province. The Ontario Chamber of Commerce is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environment. We

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will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise us so that your accessibility needs are accommodated throughout this process. Information received relating to accommodation measures will be addressed confidentially.

## Values

**Non-Partisan:** We approach every issue and decision without bias towards any political group, ensuring our actions are based on objective evidence and support the best interests of our members and greater economy.

**Integrity:** Our commitment to honesty and ethical conduct drives our interactions, decisions, and operations, fostering a culture of trust, transparency, and accountability.

**Service Excellence:** We consistently strive to exceed expectations, providing outstanding value, support and solutions to our members and stakeholders, enhancing their engagement and experiences.

**Entrepreneurial:** Embracing innovation and creativity, we proactively seek new opportunities, adapt to changing landscapes, and champion bold ideas to drive growth and progress.

**Inclusive:** We embrace diversity in all forms, ensuring that all voices are heard, respected, and valued, creating an environment of belonging, collaboration, equity, and mutual understanding.