

ONTARIO CHAMBER OF COMMERCE EMPLOYMENT OPPORTUNITY

Position Title: Member Services & Office Coordinator
Location: 180 Dundas St. West, Toronto, Suite 2105
Reports to: Senior Manager, Chamber Success

About the employment opportunity:

The Ontario Chamber of Commerce (OCC) is seeking a Coordinator to provide support and service to our diverse network of corporate members and local chambers of commerce and boards of trade while carrying out day-to-day office administrative duties, fielding general inquiries and receiving business visitors to the OCC. The ideal candidate for this position will bring strong communication and organization skills, be highly customer-focused, and excel in a team environment with competing priorities and deadlines.

In this role, the Member Services & Office Coordinator will split their time between supporting our corporate members, the 155 Chambers of Commerce and Boards of Trade that we represent across Ontario, and fulfilling office administration duties to support day-to-day business operations. They will work collaboratively across all departments to uphold the exceptional service standards expected of the OCC.

Primary Duties & Responsibilities:

Member Services and Business Development Support

- Coordinate the annual chamber membership renewal process, including distribution and collection of membership commitment forms, monitoring the payment of dues, and following up with individual chambers and boards of trade as required.
- Update, add new contacts, generate reports, and ensure accuracy of our CRM for business development and member services
- Assist with the creation of various business development proposals, reports, outreach, and communications in cooperation with the Business Development Coordinator
- Coordinate and track visit and outreach activities to local chambers by the OCC team.
- Respond to inquiries from members and stakeholders, engaging other staff as appropriate.
- Schedule various meetings, conference calls, and email communications
- Review submissions and work with Chambers/Boards of Trade to complete accurate submissions for chamber accreditation.
- Assist with OCC events when required (includes various in-person events at various locations).
- Compile and distribute notes from monthly network online calls (Weekly Townhall).

Office Administration

- Front office support and reception.
- Ensure efficient and effective operation of the office
- Order office supplies, kitchen supplies, records management, etc.
- Responding to phone and in-person inquiries.
- Refer clients to appropriate team members.
- Administrative and project support across departments as required to support efficient operation and coverage

Education/Experience Required:

- Post-Secondary diploma or degree in a field such as Business Administration, Communications, or an equivalent combination of education and experience.
- Minimum 3 years of proven experience achieved in a similar role.
- Prior experience in a not-for-profit, membership-based organization is beneficial but not required.

Skills Required:

- Excellent organizational, planning, and time management skills, with attention to detail.
- Experience in database input and maintenance with a preference for Customer Relationship Management (CRM) systems.
- Proficient with MS Office Suite.
- Ability to prioritize, multi-task, and manage multiple projects.
- Ability to work as part of a team or independently, with sound judgment and the ability to work under pressure to meet tight deadlines.
- Strong analytical and problem-solving skills.
- Effective communication skills, including verbal, written, and editing skills.

What We Offer

- An inclusive and collaborative work culture;
- The opportunity to work with thought and business leaders across all sectors of Ontario's economy;
- A chance to further your career, obtain new skills, and be supported through your professional growth;
- A competitive compensation & benefits package.

Working Arrangement

This position is hybrid; Our office is at 180 Dundas Street West, Suite 2105, Toronto, ON M5G 1Z8.

How to Apply

Please email your CV and cover letter to resumes@occ.ca by September 2nd, 2022.

About Us

For more than a century, the OCC has been the independent, non-partisan, indispensable partner of Ontario business. The OCC's mission is to support economic growth in the province by defending business priorities at Queen's Park on behalf of its network's diverse 60,000 members and 157 chambers of commerce and boards of trade.

The Ontario Chamber of Commerce is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environment. We 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.