

Join our team as a Member Services & Operations Coordinator!

About Us

The Greater Kitchener Waterloo Chamber of Commerce (GKWCC) provides strong, continued service to over 1700 members in one of Canada's marquee pioneering and entrepreneurial business communities. For the past 140 years, dating back to the Chamber's founding as the Berlin Board of Trade, we have expanded into one of the largest and most innovative Chambers in Canada by focusing on the needs of all our members, big and small. For more information, please visit greaterkwchamber.com.

About the Role

With the retirement of a long standing team member, the GKWCC is seeking a **Member Services & Operations Coordinator** who is responsible for the operational hub for member administration, Association Management Systems (AMS) accuracy, member service, front-office support, Peer2Peer logistics, office/facilities support, document certification, and directory data.

With the guidance of the COO, coordinate and execute at a high level to perform the following tasks:

Member-Focused Tasks

- Provide front-line member customer service and support
- Respond to member inquiries by phone, email, walk-in, and admin mailbox
- Assist members with account activation and profile navigation
- Help members register for Chamber events
- Monitor event registrations for accuracy, including non-members registering as members
- Process new memberships in the AMS
- Set up new member profiles, contacts, groups, financial records, and directory listings
- Process member renewals, updates, cancellations, and account changes
- Maintain accurate member contact information
- Update member profiles based on requests from members and staff
- Upload and manage member logos
- Support member onboarding administration
- Send approved welcome, confirmation, and follow-up emails
- Assist with the Welcome Campaign and Update Profile Campaign from an operational perspective
- Track member responses and update records accordingly
- Process member letters in good standing
- Process document certifications / TradeCert requests
- Maintain and update online directory listings

- Verify member categories, descriptions, contact details, and directory data
- Support annual printed directory proofing
- Reconcile external partner program lists against the member database
- Remove cancelled members from partner lists and notify relevant internal stakeholders
- Support member benefit administration where accurate membership status is required
- Provide administrative support for Peer2Peer participants
- Track Peer2Peer attendance
- Send Peer2Peer meeting reminders, summaries, and surveys
- Help members connect with the right internal staff contact when inquiries are outside the role

Operational Tasks

- Co-Manage general admin mailbox and route inquiries appropriately
- Provide front-line phone coverage for the main switchboard
- Respond to walk-ins and doorbell/front-office requests
- Manage office deliveries
- Order and maintain office supplies
- Order and maintain cleaning supplies
- Maintain staff kitchen supplies, coffee inventory, and related service requests
- Coordinate office cleaning and janitorial service requests
- Coordinate facility maintenance issues and vendor interactions
- Manage photocopier supplies, maintenance requests, and troubleshooting
- Support phone system updates, voicemail changes, and staff contact details
- Coordinate alarm/Telus user updates and service requests
- Assist with basic IT coordination and troubleshooting
- Safeguard or coordinate weekly server backup process, if retained in the role
- Maintain organized shared-drive or SharePoint folders related to membership operations
- Maintain tracking records for new members and related operational activities
- Support internal process documentation for recurring membership administration tasks
- Assist with meeting room readiness and general office presentation
- Support CEO member card mailings
- Coordinate administrative requirements for Chamber programs
- Provide operational support to Finance, Engagement, Sales, Sponsorship, Events, and Marketing when member data or administrative execution is required
- Escalate finance-related issues to the Finance Lead
- Escalate engagement or retention opportunities to the Engagement Lead
- Escalate reporting or data trend questions to the Membership Analytics & Reporting Lead

Other Duties as Assigned

As you would expect, the chamber is unpredictable and requires you to adapt to many different situations. As such, there are always “other duties” that come up unexpectedly that you should be prepared for.

About You

Member Service Mindset The applicant should bring a professional, helpful, and member-first approach to every interaction. They need to be comfortable supporting members by phone, email, walk-in, and through the admin mailbox while ensuring members feel respected, heard, and well served.

Attention to Detail The applicant must be highly accurate when entering, reviewing, and updating member information. This includes profiles, contacts, categories, listings, registrations, directory data, and other AMS records where small errors can create larger service or reporting issues.

Administrative Strength The applicant should be organized and capable of managing many recurring administrative tasks at once. They need to follow through on requests, maintain tracking systems, keep records current, and ensure day-to-day membership and office processes run smoothly.

Technology Comfort The applicant should be confident using Microsoft Office tools and willing to learn membership systems such as Membee, GrowthZone, or similar platforms. They must be comfortable updating records, supporting registrations, using spreadsheets, and troubleshooting basic system or profile issues. The applicant must also be comfortable learning and using AI in their roles.

Communication Skills The applicant must be willing to cold call members and must communicate clearly, professionally, and respectfully with members, staff, and partners. They should be able to explain processes in plain language, write accurate follow-up emails, and know how to route questions or concerns to the right person.

Operational Reliability The applicant should be dependable and consistent in completing daily tasks. This includes managing inquiries, office support, member updates, supplies, mail, registrations, and other operational responsibilities without requiring constant follow-up.

Process and Systems Thinking The applicant should be able to follow established procedures while also identifying opportunities to make workflows more efficient. They should be comfortable using checklists, documenting recurring tasks, and helping create a more consistent and reliable membership operation.

Team Collaboration The applicant needs to work well across departments, including Finance, Engagement, Analytics, Sales, Events, and Marketing. Their role supports many parts of the organization, so they must be responsive, flexible, and clear about when to assist, update records, or escalate an issue.

Discretion and Professionalism The applicant will handle sensitive member, financial, and organizational information, so discretion and sound judgment are essential. They should demonstrate professionalism, confidentiality, and care in how they manage records, conversations, and internal information.

Adaptability and Growth Mindset The applicant should be comfortable with change and open to learning new systems, processes, and ways of working. As the Chamber modernizes its membership operations, this person should bring a positive attitude, flexibility, and a willingness to contribute to ongoing improvement.

If this sounds like you, or what you're striving to obtain, then please apply. We look forward to learning more about you and what you could bring to this role.

Application Process

To Apply: Please send your application to hr@greaterkwchamber.com. When applying, please provide a resume, and a cover letter.

Next Steps: We thank all those who apply, however, only those candidates who are selected to move forward in the application process will be contacted. The posting will remain open until the position is filled. The start date for the successful candidate is flexible, but preferably they will start in May or early June 2026.

The Specifics

Hours of Work: Monday – Friday, 8:30am – 4:30pm, with a 30-minute paid lunch for a total of 37.5 hours each week. Hybrid work model with 2 days a week in the office. *(subject to change)*

Travel: A valid driver's license and access to a reliable vehicle is preferred.

Compensation: \$42,000 – \$49,000 annually, plus benefits. Compensation will be based on experience & qualifications.

Benefits:

- Healthcare including dental and vision plan, as well as an EAP program, which all starts 3 months into employment.
- RRSP matching, which starts 3 months into employment.
- 2 weeks' vacation + stat holidays
- Monthly mental wellness half-day Friday *(subject to change)*
- Hybrid work model. *(subject to change)*
- Professional Development opportunities.
- Parking included.

The Greater Kitchener Waterloo Chamber of Commerce believes that everyone is free to be their true self and receive the same respect and opportunity, regardless of ethnicity, gender, culture, identity, sexual orientation, age, beliefs, language, or disability. We have an inclusive work environment that is a safe and welcoming space for all and we encourage applications from all

qualified candidates. If you require accommodation at any time during the recruitment process, please email hr@greaterkwchamber.com.