



St. John's Board of Trade

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Job Posting

MEMBER VALUE COORDINATOR

The St. John's Board of Trade is dedicated to helping business succeed throughout Newfoundland and Labrador. In addition to offering Member Savings Programs designed to save businesses time and money, we provide crucial support, advice, and information, enabling our members to operate successfully and contribute to the employment of tens of thousands of Newfoundlanders and Labradorians.

We are on a mission to support and empower businesses in Newfoundland and Labrador, and we are seeking a dynamic Member Value Coordinator to join our team. If you are enthusiastic about being part team that's helping businesses grow and thrive – this role is for you.

Your Focus:

Reporting to the Director of Business Development and Member Success, you will be responsible for connecting with members and communicating the benefits of membership. Your responsibilities include:

- Communicating the benefits of St. John's Board of Trade membership to existing and potential members.
- Identify and connect with new Members Saving Partners.
- Host monthly Maximizing Your Membership sessions.
- Showcase members and their services in our Expert Guest Blog.
- Identifying and facilitating Member Information Sessions
- Assisting members in discovering funding opportunities and upskilling programs.
- Managing membership renewals, addressing day-to-day inquires and overseeing membership database management.

This is a two-year contract, with possibility of extension.

Your Skills:

Efficiency, diligence, passion for our province, a can-do attitude, and excitement to work as part of a cohesive team are must-haves for the Member Value Coordinator. We'd also like our new teammate to have the following skills and qualifications:

- Exceptional customer and client experience.



- A natural ability to collaborate with people; you have an exceptional ability to build strong relationships and you love to network.
- A strong understanding of the business community in St. John's and surrounding area and a passion to learn more!
- Excellent written and verbal communications skills with exceptional diligence and follow through.
- Ability to use Microsoft Office suite of programs (Word, Excel, Outlook etc.)
- Proficiency with MailChimp, SharePoint, CRM Program would be an asset.
- A positive attitude and willingness to learn!

Please Note: Any combination of experience/education will be considered, but ideally you have 2+ years experience in working in an office client-facing environment.

Compensation and benefits:

- Competitive compensation structure, including bonus incentives.
- Comprehensive health benefits from Chamber of Commerce Group Insurance Plan (Medical, Vision, Dental)
- Group RRSP
- 3-weeks vacation

To apply:

Please send your résumé and cover letter in a single file, PDF format, by **January 15 at 5:00 p.m.** to **jobs@bot.nf.ca**

Any questions should be sent to:
Katrina Kum
Director of Business Development & Member Success
katrina.kum@bot.nf.ca

We thank all applicants for their interest. However, only those candidates selected for interviews will be contacted.