



Position Description

Title: Member Resource Specialist
Reports to: Director, Member Services

The Columbus Chamber is a 1980-member business services organization that supports commerce in the eleven-county Columbus Region by providing connections, solutions, advocacy and cost-effective benefits.

The Member Resource Specialist (MRS) is an experienced business services professional who advances the Chamber's mission. The ideal candidate plays a key role in business outreach, delivery of member services, providing business connections and helping solve business problems.

Capabilities/Characteristics:

- Ability to ask astute business questions and understand business terminology
- Ability to professionally represent the Chamber and articulate its mission
- Strong listening and problem-solving skills
- Ability to explain services, research connections and deliver best-in-class responsive service
- Exceptional time management and organizational skills
- Knowledge of business operations and an appreciation of the challenges of business ownership/management
- Willing to go above and beyond for members
- Strategic thinker with an ability to think outside of the box

EXPERIENCE:

The successful MRS possesses two-years of experience in management or an account executive role. In addition, the MRS should have highly-developed competencies in client relations and time management. A demonstrated knowledge and competence with contact management software, as well as the suite of Microsoft Office programs, is necessary. An undergraduate degree is required.

CANDIDATE CHARACTERISTICS:

The MRS will bring a hands-on knowledge of business operations based on personal experience or service. This candidate will understand that his/her role is to reach out to business members – actively listen to their needs, develop a service plan and research answers; then deliver results back to the business owner/manager. The MRS is able to operate at a higher level than a traditional customer service representative – this position requires an advocate for businesses – someone who is always searching for answers to the questions not yet asked.