



### **Member Relationship Manager, Manager of the Columbus Region Logistics Council (CRLC)**

We're the movers and the shakers in the Columbus business world. It's our job to be connectors for our Columbus Chamber members and industry partners. We help connect them with the resources they need to help their businesses thrive and make our community a better place. The Columbus Chamber of Commerce is looking for an account manager and chief advocate for the growing retail and logistics industries in the Columbus Region. Logistics and retail are both integral to the success of our Central Ohio business climate and we need a savvy go-getter to understand the needs of these unique verticals in order to continue to elevate and advance these industries. Is that person you?

#### **What Does It Take?**

As the Member Relationship Manager and Manager of the CRLC, your role will be to focus on the strategic areas of supply chain and retail verticals through providing membership services and a focus on workforce and education, economic development, and advocacy. This position requires strategic thinking and problem solving skills in order to provide insightful solutions to members in these sectors. You must have exceptional customer service and will always go the extra mile.

#### **Job Duties**

- Serve as an integral member of the Member Services team
- Focus on strategic areas of infrastructure, workforce and education, technology and business environment
- Engage with existing membership, potential to develop new business within the vertical (based on skills of candidate)
- Lead an advisory committee focused strategically while facilitating member engagement in the mission of the Columbus Region Logistics Council
- Develop relationships and engage members by providing business services needed to help their organization grow and thrive.
- Prepare, plan, and execute events with salient content for the logistics and retail verticals (annual Retail Summit, signature events, job fairs, and educational events)
- Direct quarterly Industry Council Meetings with Board members and internal teams
- Produce a weekly newsletter of in-the-know industry information
- Oversee event content relevant to the industry sectors and ensure it is useful and reflects the needs and importance of the vertical industries
- Provide consultations to Chamber members on industry trends
- Projects as assigned
- Independently manage a portfolio of approximately 200 Chamber members and create a process by which members are regularly reached out to (meetings, calls, emails, etc.)
- Interface with members on a daily basis to help problem-solve their business needs
- Connect the dots on business needs by making useful introductions for our members
- Understand all of the Chamber offerings and effectively communicate them to Chamber members
- Work with internal teams (Member Services, Marketing, Workforce and Government Relations) to help Chamber members get the most out of their membership

#### **Desired Skills and Experience**

- The ideal candidate will possess 3-5 years of experience in logistics and/or retail operations on a B2B end, preferred
- Experience in client service, customer service, sales, or management
- Knowledge of Microsoft Office (Word, Excel, Powerpoint)

#### **Education**



- Bachelor's degree preferred, preferably with a concentration in business administration, supply chain, sales, or customer service

#### **Personal Attributes**

- Professional acumen; ability to engage, interact, and be comfortable around Columbus business professionals of all levels
- Willingness to serve members and perform any task, small or large, to help businesses thrive
- Active learner and forward thinker who excels at connecting the dots and can understand how The Columbus Chamber of Commerce plays a role in the future of different vertical industries
- Strong written and oral communications skills
- Thrives in a high-energy, fast-paced, collaborative environment
- Is a flexible individual, creative thinker and problem solver, accustomed to working independently and in teams in varying roles
- Must love Columbus

#### **How to Apply**

- Send Resume and Cover Letter to [lorieholt@columbus.org](mailto:lorieholt@columbus.org)
- The Columbus Chamber of Commerce is committed to creating a diverse environment and is proud to be an equal opportunity employer.