



Position Description

Title: Account Specialist

Reports to: VP: Membership

The Columbus Chamber is a business services organization that supports commerce in the eleven-county Columbus Region. The Account Specialist role is an experienced business services professional who advances the Chamber's mission. The ideal candidate plays a key role in business outreach, delivery services, providing business referrals 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 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 the business community
- Strategic thinker with an ability to think outside of the box

EXPERIENCE:

The successful account specialist possesses two-years of experience in a customer service role. In addition, the account specialist 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 or associates degree in business is preferred, but not required.

CANDIDATE CHARACTERISTICS:

The account specialist 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 account specialist 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.

Please send cover letter and resume to Lorie Holt, VP of Membership, at LorieHolt@columbus.org