



JOB DESCRIPTION

Southeast Alberta Chamber of Commerce

(herein referred to as "the Chamber")

Position Title: Summer Intern

Position Function:

The Summer Intern is responsible for assisting with the planning and implementation of specific Chamber events and assistance in implementing the Chamber's membership and communication strategies. The Special Projects Assistant may also assist with the Chamber's digital communications, website, graphic design, photography, videography, video and print production, along with membership and administrative services, and general office support to ensure effective and efficient operations Chamber.

Working Relationships:

The Summer Intern reports directly to the each project manager for specific project tasks and to the Executive Director for human resource and personnel issues.

Primary Duties and Responsibilities:

The Summer Intern performs the following as directed:

- Assist in contacting businesses via phone and email
- Assist in ensuring database is up to date and doing quality control checks
- Assist in preparation and distribution of membership renewal packages and business welcome packages
- Assist in updating and streamlining member information and resources
- Assist with scanning and filing agreements and documents
- Assist businesses in updating their directory listings by creating profiles, entering social media and e-commerce sites and adding any photos and videos to the directory listing from the members
- Assist with the implementation of communications strategies and programs designed to inform members and the general public of initiatives
- Assist in updating communication sources including website, weekly e-newsletter, blog, brochures and any other relevant material
- Assist with committee administration, minute taking, research and compilation of data required
- Assist with project specific research
- Assist with the implementation of events
- Assist with organization of event registrations
- Assist with soliciting businesses for sponsorship, door prizes and event attendance where applicable
- Participate in inter-office meetings
- Remain current with organizational policies and procedures
- Update Project managers of progress as well as recommend any improvements, changes, concerns or issues related to events and communication
- Set workflow priorities in accordance with the overall responsibilities of the position
- Respond promptly to inquiries from members, potential members, stakeholders, community partners, executive officers, Board of Directors, executive director and the general public and other industry bodies by phone, email or written correspondence and follow up within an appropriate time frame
- Perform other duties as required and directed

Qualifications

Education

- Preference will be given to those candidates with experience/education/interest in the fields of marketing, promotions, event planning, communications, design and art, or business administration.

Knowledge, skills and abilities

- Knowledge of general office practices and telephone protocol
- Ability to establish and maintain good working relationships with supervisor, other staff, board, members, and committees
- Ability to operate office equipment, i.e. printers, copiers, scanners, postage machine and POS terminals
- Good organizational and communication (written and verbal) skills
- Ability to prioritize and meet deadlines
- Proficient in using computers and Microsoft Office programs, including Word, Excel, Powerpoint, Outlook and Teams
- Experience in graphic design, photography and videography is an asset.

Personal characteristics

The Special Projects Assistant should demonstrate competence in some or all of the following:

- Adaptability: Demonstrate a willingness to be flexible, versatile and tolerant in a changing work environment while maintaining effectiveness and efficiency.
- Behave Ethically: Understand ethical behaviour and business practices and ensure behaviour is consistent with these standards and aligns with the values of the Chamber.
- Build Relationships: Establish and maintain positive working relationships with others, both internally and externally, to achieve the Chamber's goals.
- Communicate Effectively: Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- Creativity/Innovation: Develop new and unique ways to improve events and communications and create new strategies to improve current practices.
- Focus on Business Needs: Anticipate, understand, and respond to the needs of the business community and meet or exceed their expectations within the Chamber's parameters.
- Foster Teamwork: Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance the Chamber's effectiveness.
- Organize: Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- Solve Problems: Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- Think Strategically: Assess options and actions based on trends and conditions in the environment and the Chamber's vision and values.

Experience

Preference will be given to those candidates with one or more years' experience in customer service, general office duties, public relations, event planning/management, communications or marketing.

Working Conditions

- The Internship will be in an office environment, but the mission of the organization may sometimes take them to non-standard workplaces (ie: venue rented for an event) or remote work based on the requirements and restrictions associated with the pandemic.
- The Special Projects Assistant works a standard 5 days per week, Monday to Friday 9:00 to 12:00 and 1:00 to 4:00 for a total of 30 hours per week. Additionally, there may be evening, weekend, and overtime hours required to accommodate the Chamber of Commerce events and activities.