

## **Customer Experience Specialist**

The Capital Region Chamber is seeking a professional who will connect members (customers) with the Chamber's mission, as well as to opportunities and resources that will enhance their experience and thus positively impact member retention. This position will create and implement strategies through daily interaction with staff and members, as well as assessing data that will guide program creation and process improvement.

The Capital Region Chamber represents more than 2,600 businesses and organizations; the Chamber provides leadership and resources to grow member businesses and our regional economy and serves as an advocate for business and community priorities.

### **Responsibilities:**

Working as an adjunct to the membership development/sales team, the person in this position will be responsible for creating a positive member experience based on direct interaction and use of a membership data base. Local travel is required.

### **Qualities We Are Looking For:**

Self-motivated, goal oriented, values honesty and integrity, excellent at building relationships, has an interest in and understanding of issues facing businesses, works well in a team environment, and with volunteers. The successful candidate will have analytical skills as well as an interest in continuous improvement strategies.

### **Education and Experience:**

Bachelor's degree preferred

Demonstrated ability to be successful in a professional business environment

Excellent communication and presentation skills

### **Additional Requirements:**

A valid NYS driver's license and car

A satisfactory background check

Availability to occasionally attend before and after hour meetings and events

Please send resume and cover letter to:

Scott Osswald

The Capital Region Chamber

Schenectady Office

306 State Street

Schenectady, NY 12305

[sosswald@capitalregionchamber.com](mailto:sosswald@capitalregionchamber.com)

No phone calls please. Only candidates being considered will be contacted.

The Capital Region Chamber is an Equal Opportunity Employer.