

Office Administrator

The Whistler Chamber is seeking a service orientated and reliable administrator to join the Whistler Chamber team. The Office Administrator is a part-time position and will be at the centre of it all with a finger on the pulse of all Chamber programs, events and activities, elevating the Member experience. If you are looking to make meaningful connections, in a fun and welcoming team environment while enhancing your skills and growing your career in Whistler, then this is the role for you!

Job Summary

Working closely with the management team, the Office Administrator is a key point of contact with our existing and future Members, and the public. This role facilitates the smooth operation of the office and is a natural connector in the heart of the action. They support the Chamber team on projects and tasks surrounding membership, marketing and events, as well as coordinating the administration needs for the Whistler Chamber and the Whistler Experience.

The Whistler Chamber is looking for a self-starting service star who;

- is reliable, responsive and knows how to build relationships
- strong customer service skills – enjoys serving our members and their employees
- is able to express themselves using compelling and easy language
- is very familiar with Microsoft Office and eager to learn our internal IT systems
- is upbeat and positive

Primary Responsibilities

The Whistler Experience®, the community's customer service program

- Work with partners, suppliers and customers to deliver to Whistler Experience program, including back-end support on the platform and tasks associated with programs, events and training
- Respond to enquiries from businesses and participants regarding the Spirit Pass Program
- Assist with any other aspects of The Whistler Experience® / Spirit Program

Administration

- Provide administrative support to the Whistler Chamber team
- Rental administration of the Chamber's Gateway room
- Maintain files and records with effective organization systems
- Takes direction from the ED on bookkeeping and related financial tasks as required
- Maintain the smooth operation of the office (e.g. ordering office supplies)

General

- Respond to phone, email and walk-in inquiries
- Reception duties as required
- Provide support to member relations activities
- Provide support in executing Whistler Chamber events and training
- Carry out other projects as assigned

Knowledge and Skill Requirements

Belong – You are dependable and have the skills to support our members and team

- Two plus years' experience in an office environment and a high level of professionalism
- Strong administrative skills and impeccable attention to detail
- Organized, able to multitask and prioritize, work well in a fast-paced environment
- Computer savvy with proficiency in MS Office Suite and CRM systems
- Driven to fulfill customer and member requests efficiently

Initiate – You take initiative and fulfill members requests efficiently

- Bring a sound knowledge of the Whistler business community and the Whistler Chamber
- Resourceful, proactive and thinks critically in dealing with issues that may arise
- Ability to use initiative to prioritize and work effectively, under pressure and to tight deadlines
- Ability to work independently, think creatively, solve problems and develop new skills

Go Beyond– You share our approach to adding that extra touch

- Strong interpersonal skills, with proven ability to build relationships and strategic alliances
- Excellent customer service focus
- Proactive team player, takes initiative and is looking for career growth
- Thrive in a small, cross-functional team environment
- An ambassador for the Whistler business community

About the Job

- Permanent, 24 hours per week
- \$23 - \$26 per hour, depending on experience
- Flexibility to work occasional evenings as per event requirements
- Primarily office environment in Whistler with some field work required as per requirements
- Multiple training and learning opportunities available
- Work with a fantastic team and a company that offers lots of growth potential

About the Whistler Chamber

The Whistler Chamber is a non-profit, member-based organization. We are here to help our members achieve business success. Our vision is for thriving businesses in a resilient mountain resort community.

- We create connections
- We provide business supports
- We advocate for business
- We strive for organizational excellence

The Whistler Chamber is committed to equal employment opportunities and treats all people fairly, with respect and dignity. We welcome applications from all qualified candidates. Please let us know if there is anything we can do to help with the recruitment process.

If you would like to be part of a dynamic and passionate team, send your resume to chamber@whistlerchamber.com. **Deadline for submission: Sunday September 27th**

We appreciate the time and effort involved in submitting an application. While we wish we could respond to everyone individually, only candidates selected for an interview will be contacted.