

# JOB ADVERTISEMENT

**Job Title:** Membership Officer  
**Company:** Peel Chamber of Commerce and Industry Inc (Peel CCI)  
**Location:** Stake Hill / Nambeelup  
**Summary:** Collaborate with our inclusive team of five. Use your proven background in member services to provide high-quality support to our members whilst fostering membership growth, engagement, and the sustained retention of our member base.

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## Company Overview

The Peel Chamber of Commerce and Industry Inc. (Peel CCI) is the largest organisation representing businesses in the Peel region, a region known for its rapid economic growth and diverse economy.

Peel CCI was founded in 1960 with the aim of understanding the needs of businesses in the area and serving as a voice for business on various issues. We are committed to providing fair and active representation for all members with integrity and ethics. To achieve this, we support businesses and professional organisations, offer a range of support services, promote our members, and lobby for business interests.

Our vision is for Peel to be the best region for investment, business capability and economic growth by December 2026. Our vision is driven by our values of:

- Building relationships to promote economic development and diversity
- Sharing our experience and resources to develop business capability
- Advocating to promote and grow businesses in our region
- Connecting businesses to improve our community
- Political advocacy to promote and grow businesses in our region

## About the Role

We are in search of a skilled and seasoned Membership Officer to become a valuable addition to our team. Your role will involve ensuring the provision of top-notch services and an exceptional customer experience, with the aim of fostering membership growth, engagement, and the sustained retention of our member base.

## Key Responsibilities

- Engage with existing and prospective members to identify membership and or advocacy opportunities
- Increase membership growth in line with business expectations
- Attend regular networking events representing the chamber to build relationships with each key local government area
- Manage inbound customer enquiries: phone, email, social media and communications
- Understand and communicate industry and business trends to members
- Be a caring and enthusiastic participant in team discussions and activities
- Assisting Members with questions about membership, renewals, and benefits
- Assist with events, workshops, and webinars, both virtual and in-person, in collaboration with relevant stakeholders
- Develop and implement sales strategies to increase membership sales

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## About You

The ideal candidate will possess the following:

- Experience working in an association, membership based or not for profit sector either in a business development, member engagement or customer service role
- Experience in preparing and negotiating sponsorship contracts
- Demonstrated understanding of the challenges faced by business
- Action orientated person with a passion for delivering membership growth
- Excellent communication skills, both written and verbal including interpersonal, persuasive, negotiation and listening skills with a member focused mindset
- Ability to work autonomously as well as actively contribute within a small team environment
- Adaptable with attention to detail
- Membership and growth-focused mindset
- Self-starting work ethic
- Ability to build and maintain stakeholder and team relationships
- Strong computer literacy skills including proficiency in Microsoft Office Suite

## What we offer

- A culture that values and develops collaboration, learning and celebration
- Opportunities for development to gain new skills
- A flexible working approach
- A small tight-knit team that “has each other’s back”

## Next Step

If you are passionate about helping businesses grow and have the skills and experience to succeed in this role, we encourage you to apply.

Apply with your CV and cover letter by email to [manager@peelcci.com.au](mailto:manager@peelcci.com.au).

Confidential enquires can also be made to [manager@peelcci.com.au](mailto:manager@peelcci.com.au).