

Collections and Member Engagement Internship

Reports To: Vice President, Member Engagement & Incorporation

Status: Part time (Up to 20 hours)

Salary/Wage: \$15/hr.

Location: Downtown, Columbus, OH

Key Responsibilities:

- Assist with collections of outstanding member dues
- Contact members via phone and email to follow up on past-due accounts
- Maintain accurate records of collection activities and communications
- Help process payments and reconcile discrepancies
- Provide general administrative support to the Accounting & Engagement Team
- Work with engagement & accounting teams to resolve account issues professionally
- Work directly with the Vice President of Member Engagement & Incorporation managing the Salesforce system
- Assist in data audits
- Making calls and sending emails to members as needed to engage in OCC activities and renewals
- Making calls and sending emails on behalf of the events team
- Work across departments assisting in tasks as needed
- Other tasks as assigned by the Vice President of Member Engagement & Incorporation

Required Qualifications:

- Strong communication and interpersonal skills
- Detail-oriented with solid organizational abilities
- Proficient in Microsoft Excel and Office Suite
- Professionalism and discretion in handling sensitive financial information
- Prior office or administrative experience a plus (not required)
- Prior experience in Salesforce or CRM a plus (not required)

Work Environment:

- All duties will be performed in and from the Ohio Chamber's office during regular business hours. This is not a work from home position. Reliable transportation required.

Benefits:

- Flexible schedule
- Holidays off
- Paid Holidays
- Paid parking
- Paid Internship

How to Apply:

Interested candidates should submit their resume and a cover letter outlining their experience and relevant skills to cfrank@ohiochamber.com by February 15, 2026.