Customer Experience Intern

The Austin Chamber is seeking an intern for our Customer Experience team. This person will have the opportunity to work cross-functionally with our customer success, sales, marketing, and events teams for behind-the-scenes insight into the Austin business community.

# Duties and responsibilities

* Support membership efforts, such as personal outreach to update records, data management, onboarding operations, and assisting with benefit fulfillment efforts
* Provide support for our member events, such as venue prep, check-in, tear-down, and pre- and post-event communication
* Work with team members to implement member engagement strategies
* Create digital content that focuses on fresh ways to highlight members (blog spotlights + ribbon cutting content specifically)
* Utilize the current platforms and other relevant software to provide support for both marketing and customer success teams
* Help support customer service inquiries through email and chat

# Qualifications

* Project management, problem-solving, and multi-tasking skills, providing regular status updates while meeting timelines
* Ability to work independently and within a collaborative team environment
* Experience with Adobe suite, Microsoft Office suite, (Word, Excel, PowerPoint, etc.), and strong typing skills
* Experience working in a professional business environment
* HubSpot and Salesforce experience a plus, but if you don’t have experience, this is your opportunity to learn!

# Other skills, abilities, and attributes

* Committed to accomplishing objectives
* Effective team player who can ask good questions
* Creative mindset and enjoys problem solving
* Strong communication skills (listening, oral, written and presentation)
* Customer service oriented

# Benefits

* Paid internship
* Flexible hours
* Remote work options
* Opportunity to gain experience with key business software, like Salesforce, HubSpot, Microsoft Office and Adobe suite
* Opportunity to learn about and network with key Austin businesses of all sizes and industries
* Work with a positive and collaborative team of service-oriented professionals!

**If interested this internship, please email cover letter and resume to** [**customers@austinchamber.com**](mailto:customers@austinchamber.com)**.**