



Membership and Events Coordinator

Strengthen Member Engagement | Deliver Exceptional Events |
Support Australian Business

About Us

The Australian Chamber of Commerce and Industry (ACCI) is the voice of Australian business—representing hundreds of thousands of organisations across every industry and state. From SMEs to major corporates, ACCI plays a critical role in shaping the policy settings that drive economic growth, job creation, and prosperity.

At the centre of national debate, ACCI advocates directly to government, regulators and international bodies to ensure Australia remains one of the best places in the world to do business.

Through its member network, events program and stakeholder engagement, ACCI connects business leaders, policymakers and industry representatives to share insights, strengthen relationships and support practical outcomes for Australian employers.

About the Role

This is a hands-on coordination opportunity at the intersection of member engagement, events delivery and national business advocacy.

As Membership and Events Coordinator, you will support ACCI's strategic priorities for member retention and growth by coordinating member services, stakeholder engagement initiatives and a national program of professional events.

Sitting within a collaborative national team, you will blend membership engagement and events coordination—supporting onboarding, renewals and partner fulfilment while helping deliver high-quality forums, roundtables, webinars, briefings and major business events. You will also assist with related marketing, communications, data and administrative activities.

Key responsibilities include:

Membership Engagement

- Assist in the development and delivery of membership growth, retention and engagement initiatives across ACCI's national network.
- Coordinate member onboarding, renewals, membership communications and ongoing engagement activities.
- Provide professional, timely and service-oriented support to members, prospective members and other stakeholders, responding to enquiries and facilitating access to ACCI benefits and services.
- Maintain accurate membership records, contact details, engagement information and member activity data within ACCI's database systems.
- Assist in monitoring member engagement and preparing membership reports, insights and retention activities.
- Contribute ideas and practical support to enhance member experience, satisfaction and value.
- Support sponsorship and partner fulfilment activities, including coordinating partner benefits, stakeholder communications, branding requirements and deliverables.

Events Coordination

- Support the planning of ACCI events, including forums, roundtables, webinars, member briefings, stakeholder functions and major business events.
- Coordinate event logistics, including venue liaison, catering, audiovisual requirements, speaker coordination and event run sheets.
- Manage event registrations and attendee administration, including invitations, guest lists, RSVP tracking, event communications and registration reporting.
- Provide professional and responsive customer service to event attendees before, during and after events.
- Support on-site event delivery, ensuring a high-quality experience for members, sponsors, speakers, partners and guests.
- Liaise with suppliers, contractors and service providers to ensure successful event execution.
- Maintain event records, attendee data, feedback and post-event reporting.
- Assist with the development of event collateral, including invitations, programs, presentations, signage and briefing materials.

Administration

- Support marketing campaigns that promote ACCI events, membership, advocacy initiatives and stakeholder engagement activities.
- Assist with the creation and distribution of communications and marketing materials, including newsletters, website content, social media posts and promotional collateral.
- Assist with analysing membership, event and marketing data to identify trends, opportunities and areas for improvement.
- Contribute ideas and practical support to enhance communications effectiveness, stakeholder engagement and operational processes.
- Work collaboratively across the ACCI team and undertake general administrative and coordination duties as required.
- Provide other support as directed by the Head of Partnerships and Growth and the Director of Strategic Events.

This is an excellent opportunity to contribute to a national organisation at the centre of business advocacy while building experience across membership engagement, events, sponsorship support, stakeholder service, communications and data management.

The Successful Applicant

You are a highly organised, practical and service-oriented coordinator who enjoys bringing people, details, content and deadlines together. You are comfortable working in a busy environment, confident communicating with a wide range of stakeholders and motivated by the opportunity to support high-quality member engagement, events, marketing activity and communications.

You will bring:

- Experience in events, membership, stakeholder engagement, marketing, communications, administration or a related coordination role.
- Strong organisational and time management skills, with the ability to manage competing priorities and deadlines.
- Excellent written and verbal communication skills, including the ability to communicate professionally with members, senior stakeholders, suppliers and colleagues.
- High attention to detail across records, registrations, communications, marketing materials, event collateral and member information.

- Sound digital capability, including proficiency with Microsoft Office 365 and confidence using CRM, database, online registration, email marketing, social media or webinar platforms.
- The ability to prepare accurate, engaging and audience-appropriate content for newsletters, websites, social media, briefings and member communications.
- Comfort working with data and records, with the ability to maintain accurate information and identify basic trends, opportunities or areas for improvement.
- A collaborative, positive and proactive approach, with sound judgement and a willingness to contribute across a small, high-performing team.
- The ability to work calmly under pressure and provide practical support during busy event, campaign or membership periods.

Highly desirable:

- Experience in a membership-based organisation, business association, not-for-profit, peak body or professional services environment.
- Experience supporting business events, conferences, forums, webinars, stakeholder briefings or member engagement programs.
- Familiarity with association management systems, CRM platforms, event registration tools, email marketing platforms, website content management systems or social media scheduling tools.
- Experience assisting with marketing campaigns, newsletters, digital content or social media for an organisation with multiple stakeholder audiences.

You are energised by the opportunity to support events, member engagement and communications that connect Australian businesses with the people, ideas and policy discussions shaping the national agenda.

What's on Offer

- A unique opportunity to support events, membership engagement, marketing and communications activity for Australia's peak business organisation.
- Direct engagement with members, industry stakeholders, government representatives and national partners.
- A varied coordination role across events, membership, content creation, data management, communications and stakeholder engagement.
- The opportunity to contribute to professional events, campaigns and member initiatives with national visibility and real impact.



- A collaborative and high-performing team environment based in Canberra.

How to Apply

All applications should be submitted to info@acci.com.au with the following documents:

- Cover letter
- Resume/CV

We welcome and encourage applications from Aboriginal and Torres Strait Islander people, people with disability, LGBTQIA+ people, and people from culturally diverse backgrounds.

Applications close 5:00 pm Wednesday, 21 October 2026.

Early applications are advised as ACCI reserves the right to close the vacancy early if suitable applications are received.