

OHIO CHAMBER OF COMMERCE HIRES DIRECTOR OF MEMBER ENGAGEMENT TO BETTER SERVE MEMBERS

Candace Frank, Director of Member Engagement, Ohio Chamber of Commerce

Acknowledging a void in serving its members through the engagement and onboarding process, the Ohio Chamber of Commerce hired their first Director of Member Engagement in October of 2021. Candace Frank brings eight years of experience serving different industries across Ohio through member engagement strategies. She serves the Chamber members with the mindset that not one member should go unheard.

Over the last year, she has grown the role substantially from overseeing increased outreach and engagement to building a new customer relationship management system set to go live the first quarter of 2023. A system designed to not only better serve our members but engage our members in new ways.

With new member onboarding and member retention numbers at a high for the end of 2022, Candace works to ensure that members are happy with their investment and receiving what they come to expect from being a member of the Chamber. If a member has concerns, extra steps are taken to bring that member back up to speed and get them more engaged in the Chamber's efforts around the state of Ohio to support a growing and prosperous economic business climate.

We appreciate the support and partnership of our members, and our members are welcome to contact Candace Frank with any questions and/or concerns at cfrank@ohiochamber.com or at 614.629.0922.