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**Job Title:** Office Manager

**Department:** Administrative

**Reports to:** President/CEO

**Job Status** – Full Time

**Summary of Role:** The Office Manager will likely be the primary point contact for communications with and to members, prospective members and the public. The Office Manager is responsible for the shared portion of day to day administrative tasks as directed by the President/CEO. The Office Manager will also work alongside President/CEO or designee on all Event related functions to include assistance in posting, promotion, execution and reporting.

# Responsibilities and Duties:

* **MEMBERSHIP / MARKETING**
  + Manage all aspects of member on-boarding so that all members receive the benefits and privileges associated with their membership.
  + Tracks and schedules all deliverable benefits (example scheduling eBlasts, Member Spotlights, social media post, etc.)
  + Assist in the creation and packaging of new member information and welcome packets.
  + Creates, updates, and distributes marketing material for the Chamber, Chamber events and Chamber members. Including but not limited to email blasts, member spotlights, social media posts, letters, signage, and flyers.
  + Interacts with visitors to the Chamber, including responding to phone calls and questions from the public, Chamber members, and others, when necessary
* **ADMINISTRATIVE**
  + Inputs all communications and data in CRM to ensure the system is accurate.
  + Inputs all updates to Partnership Benefit Tracking
  + Provides monthly reports as needed for Executive Committee and Board of Directors meetings
  + Represents the Chamber at Committee and Council meetings as directed by the President/CEO
  + Prepare and execute monthly billing to include accounts receivable.
  + Maintain current knowledge of overall chamber office policies, procedures and practices affecting all programs, activities and personnel. Develop and implement or propose procedures for the efficient operation of the office.
  + Perform limited bookkeeping responsibilities on an as needed basis and make bank deposits.
  + Assist in the preparation for meetings of committees, councils and other groups assigned.
  + Attend Board and other meetings as assigned. Prepare minutes as necessary and required.
  + Maintain Chamber’s electronic and physical filing system.

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# Qualifications:

* High School diploma, some college or college degree preferred.
* 2+ years of previous customer service and/or sales experience.
* Professional phone skills are required. Must be professional during in-person meetings and email communications.
* Experience with Zoom, Microsoft Office (Excel, Word, PowerPoint, Publisher), Adobe, Canva, Social Media Platforms, Video Creation/Editing, and CRM software programs.
* The ideal candidate must be capable of interacting with Chamber staff, current chamber members, new prospects, City/State officials and community.
* Experience working with volunteer committees.

# The ideal candidate will have:

* A smile
* Experience working in an office/professional environment
* The ability to manage multiple tasks and activities
* A keen attention to detail
* Professional writing and communication skills
* The ability to operate autonomously with minimal supervision
* Working knowledge of Office, including Word, Excel, Outlook and familiarity with design platforms e.g., Canva and communication platforms e.g., Mailchimp
* Willingness to become a proficient user of ChamberMaster software

# Physical Requirements:

* Able to stand and walk for extended period of times.
* Able to carry up to 30 pounds or more.
* Able to stand, kneel, bend at knee, squat, and handle stairs throughout the day.
* Able to sit at a desk comfortably while working on a computer for extended periods of time.

# Schedule:

# • 40 hours per week; Monday - Friday

# Compensation:

# • Appropriate with experience