



## EMPLOYEE JOB DESCRIPTION & DUTIES

**Description:** Membership & Event Coordinator

**Job Purpose:** Provide office assistance and membership support to the CEO and Board of Directors.

**Job Duties:**

- Actively recruit new members to the Chamber, and suggestively upsell to higher level memberships when possible.
- Process new memberships in a timely fashion, including adding them to the website, adding them in the address database, marking them paid on the website, and ensuring the listings are accurate on the website.
- Create new member plaques/certificates, and ensure delivery of new member packets and information; mail or deliver all renewal member plaques/certificates.
- Maintain an up-to-date community calendar for all community events (membership not required), both on the paper community calendar and the online community calendar.
- Act as the liaison to the Ambassadors Club by attending the monthly meetings, assisting with agenda items, communicating to the ambassadors the volunteer needs and upcoming events, and coordinating with the Chair of the Ambassadors.
- Coordinate day-to-day operations with the volunteers to allocate basic office tasks.
- Maintain up-to-date RSVP counts for all Chamber events, using spreadsheets that are visible and located in the appropriate folders in the Cloud.
- Coordinate with the CEO and/or committee members in organizing and implementing Chamber events, including but not limited to mixers, luncheons, fundraisers, and banquets.
- Actively solicit sponsorships, donations, in-kind sponsorships, and contributions for Chamber events.
- Assist with retention by engaging the members through constant communication. This is to include Friday email blasts, creating Facebook events for Chamber events, and phone calls when needed.
- Maintain the social media accounts to post up-to-date event information on the Chamber happenings. When requested, share Facebook posts of members and include an effective caption to promote their post.
- Be familiar with Chamber members, know where to find community referral information, and appropriately give Chamber member referrals to visitors, with a strong focus on exclusively referring members, when possible.
- Promote the vacant office space in the Chamber building to those who may be interested. Provide flyers and give tours, when possible. Refer all serious inquiries to the CEO.

- Act as the liaison to Sebring High School to gather the necessary Student of the Month information, student bio sheet, etc. At least one week before the luncheon, prepare the student check requests and have CEO sign off for bookkeeper.
- Prepare for and attend the monthly luncheons. Work with the CEO to create an agenda, prepare reoccurring door prizes, dignitary list, gather change, create receipts and sign in sheets, and work the registration desk at the event. Prepare reconciliation report at the event's conclusion.
- Maintain tidiness in the common areas, including but not limited to: lobby, conference room, front desk area, and Chamber storage rooms. Organize these areas when necessary.
- Ensures availability to work and attend all Chamber events, including but not limited to: monthly luncheons, monthly after-hours mixers (typically from 5-7pm the 3<sup>rd</sup> Thursday of each week), annual banquet, and any fundraising events.
- Maintains professional and technical knowledge; reviewing professional publications; establishing personal networks; participating in professional societies.
- Maintain systems and procedures by following operating practices, recordkeeping systems, bookkeeping systems, and office organization.
- Prepares reports for CEO and/or Board of Directors, as needed.
- Ensures operation of equipment by completing preventive maintenance requirements, troubleshooting when necessary, and calling for repairs when required.
- Provides information by answering questions and requests via walk-in traffic, mail, telephone, email and fax.
- Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Maintain up-to-date information in all Chamber brochures & publications; ensure all member brochures & marketing materials and up-to-date; ensure all non-member information is removed.
- Process and distribute all incoming mail to tenants and to the Chamber; stamp any received Chamber mail with current date stamp and immediately distribute to the CEO.
- Record and track all daily revenue received in the appropriate spreadsheet; file appropriate information in file for the bookkeeper and/or CEO review.
- Maintain a list of required invoices to be created, corrections needed, or any supporting documentation as needed by the bookkeeper.
- Contributes to team effort by accomplishing related tasks per the CEO or Board's request, as requested.

**Salary Range:**

\$10-\$12/hour

**Position Type:**

Full-Time (40 hours), some after-hours and weekends required (very limited)

**Benefits:**

10 days paid time off per year, paid holidays

**Qualifications:**

High school diploma required. College degree preferred.

**Required Skills:**

Reporting Skills, Administrative Writing Skills, Microsoft Office Skills, Computer & Office Equipment Skills, Managing Processes, Organization, Analyzing Information, Professionalism, Problem Solving, Supply Management, Inventory Control, Verbal Communication.