TITLE: Membership Assistant

TIME: Full-Time, 40-hours/week; Exempt

REPORTS TO: President

SUMMARY: The membership assistant is responsible for the management of all office activity and supporting Chamber staff with the management of all 750+ memberships.

Organization Overview:
The Chamber, which was founded in 1937 and incorporated in 1954, lives strongly by its mission and purpose: To foster Nantucket’s economic vitality, while respecting the island's unique quality of life, to the benefit of our membership and community. Today, the Chamber represents a diverse cross-section of nearly 750 businesses.

Position Description
This forward-facing role provides executive level support to the Chamber Staff and is responsible for managing the administrative needs of the executive team, to ensure that their time is effectively allocated and that they have the information and materials needed to advance the priorities of the Chamber. This position oversees the daily operations of the Visitor Services Information Center and trains part-time staff, ensuring an exceptional visitor experience. This position is responsible for providing administrative and general office support to each function within the Chamber. This includes events, promotions, visitor services, educational workshops, partner events and membership assistance.

Key Responsibilities
Office Services
- Generate invoices, verify the accuracy, and prepare materials for batched mail-outs.
- Assist President and Vice President in all aspects of financial reporting and with special projects as assigned. This includes preparing financial reports, consolidations, and statements on a recurring basis.
- Provides a comprehensive range of support services to ensure the overall efficiency of the Chamber, including calendar management and project support, preparation of reports and presentations, state funding requirements, meeting minutes and track meeting follow-ups and deliverables.
- Communicate and manage the flow of office management policies and procedures.
- Attend all Chamber programs, engage with all members, and work with the Chamber staff to ensure successful events.
- Assist in the management of all Chamber initiatives including, but not limited to, the Islander Card, membership packets, and Chamber sponsored events and programs.
- Understand the Chamber’s multiple programs and be prepared to explain and promote the benefits and opportunities to executive leaders who represent various businesses.
Visitor Services Coordinator

- Provide friendly and engaging customer service to all visitors to ensure diverse audience needs are met
- Distribute and restock brochures; distribute visitor services information as requested, including the distribution of the Official Nantucket Guidebook.
- Provide information about the Chamber and its programming
- Work closely and collaboratively with the Town of Nantucket’s Department of Culture & Tourism
- Recruit, train, and manage seasonal visitor service staff

Chamber Team Support

- Assist the executive leadership team with preparation for meetings
- Coordinate and execute the monthly renewal collections process with Member Relations Coordinator
- Attend all Chamber programs and assist Member Relations & Events Coordinator with event execution as necessary
- Assist Director of Marketing in communications when necessary, including tourism marketing reports
- Assist executive staff in delivering meeting agendas, minutes, and following up with actionable items
- Use the organization database daily to ensure data quality, system organization, and reporting

Requirements:

- Bachelor’s Degree or experience in customer service, accounting, or similar field
- Analytics skills and financial acumen
- Dynamic communication and people skills
- Experience with Quickbooks, Google Drive, Slack, Microsoft Suite, and CMS related software, or ability to learn new programs quickly
- Must be able to attend events and meeting as early as 7am and as late as 8pm on weekdays

How to Apply:
Please submit resume and cover letter to Kristie Ferrantella, interim President, at kristie@nantucketchamber.org