



JOB DESCRIPTION

Program and Operations Coordinator

Reports To: Executive Director AND serves as an integral part of a team.

Summary of Position: Plans, coordinates, implements, directs, and supervises activities that support the mission, vision, and objectives of the organization. The position is central to all programming delivered by the Chamber from start to finish in a team-based environment that thrives on collaboration. This team member works closely with the Sales & Membership Director to support administrative issues, including updating, tracking and coordinating, comparing, promoting, and distributing information/data on our membership, sponsorship, and program marketing. This team member works closely with the Communications & Marketing Coordinator in the preparation of all facets of member communications, as well as daily media communication, and assist with the design of marketing materials and website. This position supports the members with the coordination of lobby materials to maintain relevancy. The position also assists with the bookkeeping and data entry of member payments, preparation of bank deposits, and assisting in keeping members informed of aging invoices.

Primary Responsibilities:

- Assists in planning and execution of all programming and events will manage select programs and events
- Leads in preparing deposits and data entry for bookkeeping
- Manages expenses according to budget
- Manages ChamberMaster (member database) for use in daily, annual, budgetary, and strategic planning to assist Executive Director
- Assists with member complaints and issues to resolve them satisfactorily
- Assists with retention activities and contacts delinquent memberships as directed
- Attends committee meetings as needed to ensure communication of member services and benefits
- Assists in follow-up correspondence for new members sponsors to support member services.
- Assists Marketing coordinator preparation of programming related communications
- Assists Marketing coordinator in updates website and Chamber social media outlets
- Coordinates media coverage for all Chamber events with marketing
- Maintains all Executive Committee and Board Reporting and catalogs minutes by IRS Rules
- Manages the ordering of materials and supplies

This is a NON-EXEMPT position. This work will be completed in a forty-hour workweek.

Other Duties

- Develops ideas for new events, programs, services for members
- Offers support and guidance to Sales and Membership Director
- Create and sustain a supply of member and relocation packets
- Serves with all team members in addressing the needs of walk-ins
- Staffs and attends all Chamber events
- Other duties as assigned

Qualifications/Skills Required:

- Excellent people skills
- Understands teamwork and how to work as a team member
- Wants to make a difference as a team member
- Basic sales skills or willingness to learn
- Working knowledge of Chamber
- Strong time management skills
- Basic business acumen
- Quickbooks experience preferred
- Presentation skills
- Detail-oriented in planning programs and events
- Strong communication skills, verbal and written
- Self-managing

Please send all inquiries to Sharon G. Scott, Ph.D., Executive Director of the Montgomery County Chamber of Commerce sscott@montgomerycc.org.

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