



## Southern Wayne County Regional Chamber of Commerce Position Profile

**POSITION:** Administrative Assistant – Membership Services & Events

**REPORTS TO:** Director of Membership Services & SWCRC President

**FUNCTIONS:** The incumbent is responsible for administrative and record keeping duties as it relates to membership services and Chamber events. Further, the incumbent is responsible for special projects as assigned by the President.

### **RESPONSIBILITIES:**

#### **Membership Services**

- Assist in monthly membership renewal packages & distributes membership window stickers when needed.
- Manage membership database including data entry. Responsible for inputting new member information under the direction of the Director of Membership Services, to include online directory listing, email distribution database, and more.
- Assist Director of Membership Services in potential member record keeping, including call sheets and follow-up on membership calls.
- Under the direction of the Director of Membership Services, assist in recruiting new Chamber members using Chamber programs and strategic recruitment tools
- Assist the Director of Membership Services in planning and production of annual printed Chamber directory
- Assist in planning and execution of quarterly Member Orientations
- Promote the benefits of Chamber programs to the membership and community
- Assist in production of membership recruitment, visitor and relocation package materials.
- Solicit advertising from membership for Eblasts and website. Add advertisements to Chamber Chat and social media following approval from the Director of Membership Services.
- Attend Chamber functions as directed by the President.
- Document all work processes and procedures thoroughly and accurately.
- Assist Director of Membership Services with scheduling new member and retention meetings.

## **Events**

- Assists Director of Events & Operations, and Director of Membership Services with management of various committees within the chamber; including but not limited to the Ambassador committee, Black Tie Gala & Expo, Taste of Downriver, and others. This includes working with the Director of Events to manage events planned by these committees.
- Assist Director of Events & Operations in solicitation of sponsorships, donations and attendees for various events and meetings
- Assist Legislative & Business Forum coordinator in planning and production of monthly forums.
- Assist in event production, including preparation leading up to the event, and day of setup and tear down.

## **General Duties**

- Assist in maintaining the president's calendar, including scheduling appointments.
- Answer phone calls in a polite and courteous manner. Refer calls to the appropriate staff member.
- Greet visitors in a polite and courteous manner. Refer visitors to the appropriate staff member.
- Assist in preparing monthly board meeting packets.
- Perform additional responsibilities as assigned by the president.
- Represent the president in the community when requested, ie. attending community partner meetings and events.

## **QUALIFICATIONS:**

- Associates Degree in General Business preferred, or may substitute with equivalent, relevant work experience.
- A minimum of two (2) years of relevant experience.
- Moderate to high proficiency and/or aptitude in Microsoft operating system.
- Strong communication skills, both oral and written.
- Knowledge of e-mail and social media marketing techniques and tools.
- Energetic self-starter with the ability to work under tight deadlines, to manage multiple projects and to multi-task.
- Consummate professional in conduct with elected officials, staff members, businesses, board members and the public with the ability to establish effective working relationships.
- High level of attention to detail and accuracy, strong organizational skills, and ability to prioritize and meet deadlines.
- Entrepreneurial team player with ability to work independently.
- This position requires occasional after hours and weekend work.
- Must be able to lift 10 pounds

## **Compensation:**

- Part-time position, usually 20 hours per week
- \$14 per hour