



Job Title: Coordinator

Reports to: Chamber President, the Chamber Board of Directors

Position Summary

The Chamber Coordinator is responsible for managing the day-to-day operations of the Chamber, and for recommending action to the Board of Directors for the continued success of the Chatham Area Chamber of Commerce. The Coordinator develops, promotes, and plans events and functions, with the assistance of committees, and communicates effectively with the membership on needs, ideas, and opportunities. The Coordinator is enthusiastic, creative, and well-organized, and they are an excellent communicator, capable of functioning well in an independent and collaborative environment.

Duties and Responsibilities

Member Relations

- Oversees the direction of all membership efforts of the Chamber, including development, recruitment, collection and retention of current and future membership prospects; actively involved in the Ambassador committee
- Responds to inquiries made in person, by phone, or email in a timely, friendly, & informative manner; maintains regular office hours for the Chamber Office
- Visits and connects with Chamber members; highlights the value in Chamber membership to prospective, new and long-term Chamber members
- Works with the Chamber Bookkeeper to collect membership dues, event sponsorship and other revenue; reaches out to members with delinquent invoices and reports delinquencies to the Board for further action
- Plans and schedules monthly Chamber luncheons, the annual meeting, ribbon cutting ceremonies, and Business After-hours events
- With the Chamber President, updates the Chamber membership with a quarterly letter highlighting events, news and other Chamber-related messages.
- Maintains an accurate membership list and is responsible for updating and regularly maintaining the Chamber membership database

Board Relations

- Builds and maintains strong relationships and communications with the Board of Directors
- Provides necessary leadership to garner full-engagement of board members
- Plans, organizes and regularly attends committee and board meetings, and coordinates agendas for these meetings; takes minutes
- Follows up on board actions as assigned, and submits the following reports to the Board:
 - A weekly email summary of activities
 - A brief report of activities not otherwise listed on the agenda at the monthly Board Meetings
- Interprets the Mission, and the policies and procedures of the Chamber properly; provides input for updating or creating new policies and procedures
- Takes part in special projects and other duties as assigned

Events/Community Outreach

- Represents the Chamber at various meetings, functions, chamber and community events in a professional manner
- Oversees all event preparation, including communication and coordination with event vendors, and securing sponsorships and volunteers when required. Major fundraising events include Mardi Gras and a Golf Outing. Minor events include spring and fall Village Clean-up days, luncheons and after-hours events, and ribbon cuttings. Responsibilities for newer events, like the Chamber Holiday campaign, are still being developed, but will include fundraising, organizing and promoting the event on social media.
- Additional events may be planned at the discretion of the Chamber Board of Directors, with feedback from the Coordinator

Public Relations

- Prepares and disseminates information to Chamber members and the public in the form of the email newsletter announcements, social media and website posts, input and maintenance in the membership directory, weekly Chatham Clarion *Chamber Chatter* newspaper articles, and newspaper press releases
- Updates the website regarding events, sponsorships, Members of the Month, board information and other information on a timely basis
- Creates digital and print graphics for marketing Chamber news and events
- Contributes to and distributes the Quarterly New-Resident Welcome packet, as well as seeks sponsorships for the bi-annual Chatham Village Map

Position Qualifications

- Advanced proficiency in Microsoft Office is required, as well as internet, email, and other necessary software, such as the Chamber database, basic graphic design and marketing tools. The Chamber uses Canva, shares information on Facebook and LinkedIn, and uses a website platform based in Weebly
- Experience in outside sales and public relations is a plus
- Familiarity with the Chatham area and the local business community
- Public administration and fundraising experience is a plus

Skills and Abilities

- Friendly personality with ability to relate positively with Chamber members and members of the public in a pleasant, mature and courteous manner
- Time management skills and an ability to prioritize responsibilities; Attention to detail
- Excellent communication skills and presentation ability; comfortable with new and traditional media
- Ability to work well with Chamber Board of Directors, Chamber Bookkeeper and Chamber membership
- Demonstrated interest in the community and businesses in the Chatham area
- A great listener who can articulate the Chamber mission and vision to retain and attract new members
- Reliable, self-motivated, outgoing and ability to motivate others. Excellent verbal and written communication skills. Strong networking and leadership skills. Even temperament, even when under stress. Ability to function well as part of a multi-functional team, as well as independently with minimal supervision. Presents a professional image whenever representing the Chamber