



**Job Description:
Office & Membership Manager
Full-Time**

Under minimal supervision, this position is responsible for General Office duties and to promote Chamber memberships to prospective non- member businesses by communicating the benefits of the Chamber. Provide detailed information on various programs offered through the Chamber and orienting the member to the organization. This position reports directly to the President/CEO.

GENERAL OFFICE MANAGER DUTIES:

- Responsible for the daily management of the Chamber office. This would include, but not limited to responding to mail, e-mail, telephone and voice mail inquiries, preparing Board packets for meetings (agenda, minutes and other pertinent information), performing mail merges/bulk mailings, ordering office supplies, maintaining a quality filing system, etc.
- Prepare Chamber Weekly email and assist with Chamber Newsletter
- Update the chamber website and coordinating office software updates as needed
- Manage and train the support staff (interns, student workers, volunteers)

MEMBERSHIP ASSISTANCE: (Assist CEO)

- Maintain accurate membership information in the database that will be used in the yearly Business Directory and daily for other purposes (mailing letters to membership, emails, invitations, invoicing and contacting business)
- Maintain membership records with histories as well as a current prospect list
- Maintain knowledge of goals, objectives and services provided by the Chamber
- Remain informed of member benefits, Chamber events, etc.
- Actively support and participate in Chamber events and programs
- Assist Chamber members in taking full advantage of their membership
- Complete all renewal processing, tracking and reporting of members
- Develop and foster relations with the collaborative partners as well as other community constituents in order to promote Chamber membership

- Act as a contact person for new businesses or those new to the community and requesting information about the Cottage Grove Area

MARKETING:

- Assist in the creation of marketing materials to promote Chamber and Chamber events including website updates, press releases, e-mail communications, social media and newsletter production
- Create marketing material to advertise Chamber benefits and to promote Chamber membership

ACCOUNTS RECIEVABLE:

- Invoice billable charges to the Chamber members for ads, etc.
- Ensure all membership dues are paid and recorded in CRM

EVENT MANAGEMENT:

- Assist with design and preparation of email blasts, advertising material, invitations, and programs for events in a variety of communication formats
- Create and maintain accurate lists of attendees and sponsors for events, including invoice and payments
- Represent the Chamber while attending events
- Assist with the receipt of payment at an event and coordinate any financial tasks with the Bookkeeper

SKILLS & FUNCTIONAL ABILITIES:

- Minimum of two years' office experience, an Associate's Degree in Office Management or a combination of experience and training
- Excellent interpersonal and customer service skills that relate to a diverse public
- Self-motivated, able to work independently and highly organized
- Excellent oral and written communication skills
- Experience with social media and website content management
- Excellent time management and prioritization skills, and adapt well to changing priorities
- Intermediate level skills with Microsoft Office programs, QuickBooks, CRM

Accepting resumes at ceo@cgchamber.com through September 14, 2020.