

CAMBRIDGE AREA CHAMBER OF COMMERCE
Office Manager
October 10, 2017

CLASSIFICATION: Office Manager

PURPOSE: The Chamber of Commerce Office Manager will perform administrative duties for the Chamber President, including needed support for the Board of Directors. This person is responsible for the overall functions of the business office.

JOB DUTIES: This position(s) reports to the Chamber President and performs all the duties as assigned by the President, including but not limited to the following:

Act as initial contact person with business leaders and the general public. Greet the public, serve as receptionist for members and prospective members, answer phone, process mail and field inquiries concerning the community and activities of the office.

Work with President to produce and maintain annual budget and annual plan.

Prepare bills and statements related to Chamber functions and membership investments. Attend board meetings; prepare reports and minutes for board meetings. Support board committees as needed.

Administer Chamber Bucks program and all related bank accounts.

Assist with publication of chamber newsletter and other PR materials. Manage Email blasts and E Newsletters.

Handle correspondence and communications for the office, generate appropriate responses to routine requests. Design invitations and promotional materials for functions of the office. Coordinate bulk mailings.

Serve as greeter and/or registrar for special events of the office, such as Business After Hours, Annual Dinner, Grand Openings, Energy Coalition, etc. Schedule and send meeting notices when required. Arrange for beverages and/or meals at meetings when necessary.

Provide support for special events – Home Show, Annual Dinner, Annual Auction, Business After Hours, and others.

Administer and oversee assigned Safety Council activities and BWC reporting.

Gather information and update listings, community data, records and handouts of the office. Keep membership list, Chamber Bucks list, office displays of information and brochures current.

Handle purchasing needs, reorder postage and general office supplies as needed.

MAJOR WORKER CHARACTERISTICS:

Must possess excellent communication skills, knowledge of grammar, accuracy in calculations, computer literate (MS Office Word, Excel, Access, Publisher, Quickbooks, InDesign) and know how to operate standard office equipment.

Must enjoy working with the public, be well groomed (casual business dress), self-motivated and dependable. Be able to take directions, exercise diplomacy, and respect confidentiality. Must be flexible, as job may require occasional evenings, early mornings or weekend hours.

PREFERRED BUSINESS SKILLS:

- Able to work with the general public, have a clear understanding of diplomacy and professionalism in personal conduct and appearance
- Ability to manage multiple projects, meet deadlines, possess a sense of punctuality, reliability, understanding of time management and task coordination skills
- Working knowledge of Social Media and Marketing
- Knowledge of Guernsey County sufficient to give directions, and referrals for information
- Ability to maintain confidentiality in and outside of COC office
- Computer/LAN/internet system literacy, web page development, e-mail and information search skills
- Basic accounting knowledge, bookkeeping and QuickBooks Software abilities
- Accounts receivable/payable, payroll, taxes, and financial reports
- Creative design/update of database tables, forms, queries and reports
- Ability to write clear, concise business letters, reports, record and produce meeting minutes using correct grammar and punctuation
- Possess organizational, filing and record keeping skills as required in an office environment
- Be team oriented, able to share an office area and common equipment, self motivated and able to work with minimum direct supervision, often independently.
- Telephone answering and message taking ability, flexibility in work hours, understanding of how to order supplies and inventory/supplies tracking
- Phone skills-comfortable making calls to update information, solicit businesses for sponsorship and ads
- Chamber promotion-well versed in Chamber benefits and enthusiastic selling memberships
- Logic/deductive reasoning, decision making and able to act as an idea generator as needed
- Handle the coordination of special projects/meetings and act as host/hostess when needed

Computer Software Skills

- Training and experienced with QuickBooks accounting software
- Training and experience in Windows, MS Office Suite (Word, Excel, PowerPoint,)
- Experience with Internet Explorer
- Experience with Outlook
- Experience with Photo Shop, InDesign, Constant Contact preferred

Business equipment skills

- Experience with desk top/laptop PC, printers and multi-line telephones
- Experience with calculator, fax machine, copier
- Experience with computer scanner, digital camera and CD burner