



The Membership Engagement Coordinator provides a variety of support to the President/CEO for Chamber initiatives including managing invoicing of members, event preparation, marketing, membership, communications, confidential matters and general office support.

This position is paid hourly and reports directly to the President/CEO. The position averages 40 hours per week. Support at some early evening, early morning and occasional weekend events is also part of this position.

Requirements:

- Experience working in an office/professional environment
- Collaborative and energetic
- Must feel comfortable making sponsorship requests and follow up with all billing matters, including past due invoices (general example or script will be provided)
- Ability to simultaneously juggle multiple tasks
- Well-organized with a keen attention to detail
- Excellent writing and communication skills
- Takes initiative, highly organized, good follow through
- Ability to operate autonomously with minimal supervision
- Must be proficient with Office, including Word, Excel, Outlook and familiarity with Publisher
- Experience with Constant Contact, WordPress, graphics programs, and QuickBooks a plus
- Using online tutorials, work to become a proficient user of ChamberMaster software

Responsibilities may include but not limited to the following:

Financial Management Support:

- Input new members into ChamberMaster and follow up by phone and email for welcome email and ribbon cutting support.
- Generate member invoices and provide timely follow up via phone or email if bill is unpaid
- Process bill payments in QuickBooks
- Process payroll in QuickBooks

Events:

The Member Engagement Coordinator provides administrative support in the planning, implementation and follow-up for all Chamber events, including board meetings, networking events, and any other Chamber events as directed by the Chamber Board and Executive Director.

Specifically, Membership Engagement Coordinator will:

- Assist with planning events by organizing RSVPs, sending reminders, creating and printing name tags and send post event survey as appropriate.
- Maintain Chamber Facebook page. Create event on Facebook and promote through a series of posts and sponsored posts. Welcome new members and share and like our members' events.
- Create professional letters and reach out to past participants, vendors, sponsors, and work with Director to creatively grow fundraising events.
- Prepare and help with the distribution of materials needed for the event such as emails, invitations, fliers and tickets as needed.
- Maintain Chamber Facebook page. Create event on Facebook and promote through a series of posts and sponsored posts. Welcome new members and share and like our members' events.
- Handle event media, from writing and distributing press release prior to event to taking event photos and posting on Facebook within 48 hours of the event.
- Send thank you notes and follow up on unpaid sponsors in a timely fashion.

Membership:

- Assist with recruiting and retaining members by answering questions and by responding to members' questions.
- Create weekly membership news email in Constant Contact. Create regular Constant Contact marketing emails and update the contacts list.
- Maintain membership materials including letter of welcome, chamber events calendar list and membership application. Mail materials to new members and new businesses and follow up on leads in person or over the phone.
- Ensure all new members' profiles are inputted correctly into the Membership Directory in a timely fashion and follow up for missing information.

Office Support:

- Answer and direct phone calls (We share office space with the Webster Parish Tourism & Visitors Bureau and are responsible for directing their calls as well.)
- Track and maintain office supplies inventory
- Provide general support to visitors
- General mail responsibilities
- Other duties as assigned