



## **\*\*JOB POSTING\*\***

### ***Grow, Connect and Influence with the Chamber***

For more than 80 years the Opelika Chamber of Commerce has been working every day to make Opelika a better place to live, work and grow a business. This is a rare opportunity to be part of that important work. Recognized for their operational best practices among 501(c)6 not-for-profit Chambers of Commerce, the Opelika Chamber is one of only 3 5-star accredited chambers in the state of Alabama.

The Opelika Chamber of Commerce strives to be the recognized leader and advocate for the business community, acting as a catalyst for a thriving economic and entrepreneurial environment, collaborative community initiatives, and a better quality of life for its business owners and citizens alike. If you like to be at the center of the action, then the Chamber is the place to be. You will have the chance to establish relationships with every business in the city from large public companies to neighborhood restaurants. The Chamber connects businesses to each other and to new ideas, helps them grow and expands their influence by meeting with government decision makers to ensure business-friendly conditions exist.

The Opelika Chamber is a high-performing team that expects a lot of every member and delivers amazing results. ***It starts with core values. These are ours:***

- Practice Positivity
- Earnestly Build Bridges
- Earn Trust
- Aspire to Excellence
- Seek Continuous Growth
- Practice Servant Leadership

**Position:** Operations & Membership Engagement

**Reports To:** President & CEO of the Opelika Chamber of Commerce

The Operations & Membership Engagement position is a new role that is essential to the Opelika Chamber team, responsible for the general day-to-day operations of the Chamber and ensure that logistical needs are met as outlined and detailed below. This position requires someone who is organized and self-motivated, comfortable with administrative and financial responsibilities, as well as membership engagement and retention responsibilities. The ideal candidate will be passionate about helping the business community, passionate about our community, and a team player ready to build relationships and be actively engaged in our efforts.

### **Responsibilities and Duties**

- Oversee the daily operations of the Opelika Chamber, to include:
  - Maintain the ChamberMaster CRM platform, including reporting, membership & event billing/payment processing, and collection duties.
  - Execute internal financial accounting responsibilities, including processing mail & bank deposits, organizing & managing accounts payables and receivables in partnership with our accountant, debit card P&L coding, collecting staff payables, maintaining accounting files & providing monthly & annual financial reporting (to be reviewed with the President & CEO).
  - Maintain the Chamber's master calendar and take reservations for facility rental. Provide support & coordination for all said facility rentals.
  - Manage all vendors and contracts, to include a revolving bid process for all services.

- Greets and assists all chamber visitors (in person or digitally through phone/email communication) and provide services such as community information, accepting payments, receiving, and signing for deliveries and processing all incoming /outgoing mail.
- Responsible for board and executive committee administrative tasks such as maintaining committee contact lists, preparing agendas, creating binders, sending meeting notices, coordinating catering, and supporting other staff where needed.
- Responsible for ordering, maintaining, organizing, and restocking all aspects of the chamber office, as well as the overall cleanliness, organization, and maintenance of the Chamber office.
- Lead the membership retention & engagement services, to include:
  - Serve as the welcoming committee for all new Chamber members, including new member orientation, and executing 1<sup>st</sup> year membership outreach to facilitate engagement & utilization of membership benefits and services.
  - Oversee the membership retention plan execution, to include identifying at risk membership renewals, and executing personal visits of a minimum of 1 member per month for a total of 50 visits/year.
  - Serve as the staff lead for the Ambassador program & Governmental Affairs Committee, to include the facilitation of monthly meetings, execution of responsibilities, etc.
  - Process incoming member requests including email and phone support, W9 & ACH requests & affiliated paperwork, provide notary services, and more.
  - Provide publication and mailer support by mailing packets for newcomers, retirees and prospective businesses, renewal postcards for existing members, etc.
- Support the CEO on the management and coordination of the Opelika Chamber Foundation.
- Support fellow staff members for all Chamber events, retail promotions, seminars, membership campaigns, trade shows, retreats, social events, and special meetings as directed by the President & CEO.
- Other duties assigned by the Chamber President & CEO.

**Desired Experience and Required Attributes:**

- High school diploma, some college, or college degree preferred.
- 3+ years professional office experience required.
- Comfortable with accountability, takes ownership of your work.
- Strong time management & organizational skills required.
- Enthusiasm and a positive attitude, ability to maintain grace under pressure.
- Excellent verbal and written communication skills.
- Ability to work independently with minimal supervision.
- Team-player mentality, and willingness to support colleagues even if it's outside of job description.
- Passion for talking to people, relationship building, and bridge building.
- Comfortable with a flexible schedule that is subject to change on a whim. Some evenings and weekends will be required of the position, as well as additional travel to conferences, training, etc.
- Ability to lift up to 40 lbs. with ease and willingness to roll up your sleeves for event set up.
- Technically proficient with working capabilities in the following programs:
  - Microsoft Office Suite with excellent skills in Outlook, Word, Excel & PowerPoint.
  - Working knowledge of QuickBooks is a plus.

- The ideal candidate should have working knowledge or be willing to learn these platforms, and others to include ChamberMaster, etc.

**Benefits:**

- Full time, salaried position requires 40+ hours per week.
- Competitive salary will be offered dependent upon skills and experience.
- Annual bonuses and commission, plus phone allowance & mileage reimbursement available.
- Paid PTO + Comp Time + 12 paid holidays annually
- Retirement benefits to include a 3% employee match in a Simple IRA.
- Group Health, Dental & Vision insurance is available.
- Group Life Insurance, Accidental Death & Dismemberment & Long-Term Disability coverage are covered & paid for by the Opelika Chamber of Commerce.