

**Position Description**  
**Wellsville Area Chamber of Commerce**

As of 14-Nov-18

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<b>Job Title:</b>	Member Services Coordinator	<b>Job Category:</b>	Non-Exempt, Hourly Wage
<b>Location:</b>	Wellsville, NY	<b>Effective Date:</b>	11/26/2018
<b>Level/Wage:</b>	Support Staff/ \$12.00 per hour	<b>Position Type:</b>	Paid, Part time 21 hours
<b>General Expectation:</b>	Work to serve the members of the Chamber while also providing day to day office assistance.	<b>Service Obligation:</b>	Primarily weekdays, attendance at Chamber events is required, including those on evenings and weekends.
<b>Work Location/ Conditions:</b>	Primarily in-office with some out-of-office requirements, ability to stand, sit at a desk or computer terminal, climb steps, reach, walk, bend, and some lifting (<50 lbs.)		

**The Chamber Mission:** The Wellsville Area Chamber of Commerce Board of Directors volunteers our time and talents to promote a vibrant community, economic growth, and contribute to the viability and stability of the region. In short, we make the greater Wellsville community a destination of choice.

**POSITION DESCRIPTION – ROLE & RESPONSIBILITIES**

**ROLE:** The Member Services Coordinator (MSC) is the primary point of contact with members for outgoing services that the Chamber provides and acts as a liaison to members representing the Executive Director (ED) of the Wellsville Area Chamber of Commerce (WACOC) and its Board of Directors (BOD). Core responsibilities noted herein include, but are not limited to: Maintaining accurate membership information, initiating and tracking member touch points, coordinating and communicating Chamber events. Additional duties include day to day operations in the office acting as a receptionist, Secretary to the BOD, committees, and associated entities. The MSC is a visible member of the greater Wellsville community and residency in Allegany County (N.Y.) is required.

**CORE RESPONSIBILITIES:**

**1. Maintain accurate membership information**

- 1.1. Manage the records of current and new Chamber members by making sure all contact information is correct and up to date. Also maintain the membership list and information on the Chamber website.
- 1.2. Work with ED to create membership touches such as face to face visits, mass emails, social media contacts, and other methods. Track all touches using the member touch form.
- 1.3. Manage and respond to member and prospective member inquiries related to Chamber services, benefits, and programs
- 1.4. Ensure an available supply of brochures, electronic directories, and other information-sharing media
- 1.5. Maintain the schedule of Business After Hours events and organize the programming of the event.
- 1.6. Act as the point of contact for the Events Committee of the Chamber of Commerce by attending all meetings of the committee and serving as the office person responsible for the tasks of the committee.
- 1.7. In addition to being an active member of the events team, they are expected to assist in setups, working the event and tearing down the event.
- 1.8. Manage reservations for Chamber events and programs and assist as needed in program delivery
- 1.9. Generate invoices for funds due, monitor payments, and report deficiencies to the ED in a timely fashion
- 1.10. Process manual and electronic purchasing processes and track delivery data
- 1.11. Manage the office window display program and ensure displays are presentable and consistent with Chamber expectations and community standards

**2. Office Operations**

- 2.1. Answer incoming telephone communications, screen and route calls appropriately
- 2.2. Efficiently disseminate electronic communications to and from the Chamber
- 2.3. Capture accurate and concise messages for Chamber personnel and circulate in a timely manner

- 2.4. Manage in-coming and out-going mail and packages in a timely manner
- 2.5. Effectively manage the Chamber Gift Certificate Program
- 2.6. Arrive at the prescribed time to ensure compliance with known business hours. Anticipate, schedule, organize, and plan for peak workload and act accordingly under the direction of the ED
- 2.7. Maintain general office, electronic, web, and personnel filing systems
- 2.8. Ensure a neat, clean, and presentable professional appearance to the office by completing daily and weekly cleaning tasks.
- 2.9. Ensure office equipment including telephones, FAX, printers, computer hardware, and credit processing equipment are properly functioning
- 2.10. Act as a secretary for the Board of Directors by taking meeting minutes during monthly meetings.
- 2.11. Other responsibilities could be added as needed by the Board of Directors or Executive Director.

**QUALIFICATIONS, AND EDUCATION REQUIREMENTS**

The MSC will possess a minimum Associates degree from an accredited college or university. Four years of successful, relevant experience could substitute for Associates degree requirements. The MSC must demonstrate significant oral and written communication skills, excellent interpersonal skills, the ability to perform well as a member of a team environment, significant self-motivation, along with data entry and typing skills.

**PREFERRED SKILLS**

The MSC will demonstrate proficiency with selected computer applications and will show proof of the skills necessary to effectively enter data, retrieve business records and effectively proofread colleague's work. Specifically, the MSC will be proficient in:

- Microsoft Outlook, Internet Explorer, and Office Professional or comparable products
- Quickbooks or a comparable product
- Facebook, Twitter, and other selected social media applications
- Cloud computing
- Basic computer trouble-shooting skills

\_\_\_\_\_ I \_\_\_\_\_ agree to the acceptance of the position of Member Services  
Initial Coordinator effective April 1<sup>st</sup>, 2018

**Benefits Acknowledgement**

\_\_\_\_\_ No health, retirement, etc. benefits are to be associated with this position and no employer  
Initial contributions will be made.

\_\_\_\_\_ Major Holidays (New Years Day, Memorial Day, Independence Day, Labor Day,  
Initial Thanksgiving, and Christmas) will be observed by the Chamber office and work schedule may be flexed around those dates to maintain the work hours for that period.

\_\_\_\_\_  
Employee

\_\_\_\_\_  
Date

\_\_\_\_\_  
Executive Director

\_\_\_\_\_  
Date