

Job Description

Job Title: Coordinator, Sales & ImpactJAX – Member Relations Division
FLSA: Non-Exempt
Date: April 2019

Job Summary:

Supports Sales team and assists Chamber members. Primary duties include new member service support, program coordination for ImpactJAX (young professionals' group), database data entry, and Member Relations departmental support. Reports to Chief Member Relations Officer.

Essential Duties and Responsibilities:

Member Support

- Serves as initial point of contact for member inquiries and assistance
- Processes membership applications and sends welcome information
- Executes first-year member contact plan including new member onboarding contacts
- Coordinates pre-event planning, communication, and operational execution of Chamber 101 program and New Member Receptions
- Processes and fulfills all new member certificates, letters, decals, electronic mailing list orders, etc.
- Updates member profile information as needed (i.e.: staff changes, event registration, invoice requests, etc.)

Sales Team Support

- Assists account managers in processing required paperwork for new members
- Keeps sales materials stocked with current information
- Receives and updates member record change requests
- Creates and distributes account managers' floor duty schedule monthly
- Utilizes the web to research individual accounts in SBA database on a weekly basis. Updates records and adds individuals to their appropriate companies
- Processes Drop Prospect reports submitted by Account Managers
- Performs web research to identify prospective Chamber member companies

ImpactJAX Support

- Processes new member applications, sends welcome information, and integrates members with programs, events, etc.
- Assists with scheduling, onsite management, and close out of ImpactJAX events
- Assists with development and distribution of weekly *Happs* email and manages website content
- Attends monthly Board meetings; takes minutes and offers feedback on program development strategies
- Adheres to budget and identifies/solicits sponsorships to ensure revenue goals are met or exceeded
- Coordinates ImpactJAX social media presence in concert with Chamber's Communications team

Departmental Support

- Distributes leads to account managers on a rotational basis
- Monitors prospect list for each account manager to ensure policy compliance with number of prospects
- Prepares monthly and special requested reports of new members, Trustees, etc. to MR and other departments
- Assists with the coordination, communication and execution of Chamber 201 and Coffee & Commerce

Job Description

Additional Assignments

- Assists staff with SBA needs
- Staffs signature Chamber and Member Relations events *as assigned*
- Provides front desk support on a rotational basis
- Additional projects and duties as assigned

The above cited duties and responsibilities describe the general nature and level of work performed by people assigned to the job. They are not intended to be an exhaustive list of all the duties and responsibilities that an incumbent may be expected or asked to perform.

Education and Experience Requirements:

- Associates degree; advanced education preferred.
- Administrative & customer service experience
- Experience working in a fast-paced environment with changing priorities

Knowledge/Skills/Abilities:

- Demonstrated ability to manage multiple priorities and communicate impediments to progress
- Ability to work effectively with all levels of internal and external associates/customers/colleagues.
- Excellent verbal and written communication skills
- Ability to develop and maintain collaborative relationships.
- Ability to follow through on issues, make informed decisions that comply with policies and procedures, complete tasks and problem-solve.
- Possess intermediate to advanced level knowledge of Microsoft Office software applications.
- Ability to work with minimal supervision.

| Skill Requirements: (X = Required for job) | | | |
|--|--|---|--|
| X | Utilize internet web sites/functions | X | Public speaking/group presentations |
| X | Utilize word processing software | X | Reasoning and logic |
| X | Utilize spreadsheet software | | Leadership and supervisory |
| X | Utilize database software | X | Retrieve and compile information |
| X | Typing/computer keyboard | X | Maintain records/logs |
| X | Analyze and interpret information | X | Verify data and information |
| X | Ability to communicate verbally | X | Ability to prepare written communications |
| X | Operate office equipment, fax, phone, calculator, etc. | X | Basic mathematical concepts (add, subtract, multiply, divide) |
| X | Investigate, evaluate and recommend action | | Advanced mathematical concepts (fractions, decimals, rations, percentages, graphs) |
| X | Organize and prioritize information/tasks | | Abstract mathematical concepts (interpolation, inference, frequency, reliability, formulas, equations, statistics) |
| Physical Requirements: (X = Required for job) | | | |
| X | Sitting for extended periods | X | Lifting up to 20 pounds of office supplies/equipment |
| X | Extended periods viewing computer screen | X | Carrying up to 20 pounds of office supplies/equipment |
| X | Walking | X | Pushing/Pulling |
| X | Reading | X | Bending/Stooping |
| X | Standing | X | Reaching |
| X | Writing | X | Grasping |
| X | Hearing | X | Repetitive Motions |

Job Description

| Hazards: (X = Required for job) | | | |
|--|----------------------------|--|--------------------------------------|
| X | Normal office environment | | Electrical current |
| | Toxic or caustic chemicals | | Housekeeping and/or cleaning agents |
| | Flammable, explosive gases | | Proximity to moving mechanical parts |
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