



Georgetown Chamber of Commerce
Position Description: **Administrative Assistant**
Reports to: Director of Operations

Administrative Assistant

Summary of Position:

The Administrative Assistant is the first contact with members and guest visiting and calling the Chamber. This role works with a variety of guests, so you are a brand ambassador representing the Chamber. Customer service is always a top priority.

Administrative Assistant Duties & Responsibilities:

- Professionally greet members and guests of the Chamber, both in person and by phone.
- Communicate membership levels and benefits clearly for any inquiry.
- Proficient knowledge of phone systems with the ability to train new staff and interns.
- Responsible for opening the office and maintaining a clean and professional front lobby. Maintain lobby materials by removing non-member materials and adding current members information as received.
- Update Chamber Master with business and member representative information. (for example – emails, phone numbers, representative names) Conduct monthly audit calls to maintain consistency of Chamber Master data as it relates to address, names, phone, billing rep, and general information.
- Make assigned member retention calls relating to outstanding dues and update the monthly excel document and Chamber Master with notes from the call. (The Director of Operations maintains the excel list.)
- Complete mailing process for monthly invoices(30/60/90/Drops). Mail member window clings to monthly renewals. Director of Operations will provide all content for mailings.
- When needed, work closely with the Event Center Coordinator & Chamber Programs Assistant providing tours to potential renters. Assist with answering inquiries. Update event center availability online, as needed.
- Responsible for collecting and processing mail daily with date stamp. Ensure mailbox is locked at the end of the day.
- Responsible for creating the e-newsletter and sending it out weekly on Monday mornings. Update stand-alone emails through Constant Contact and/or Chamber Master, as needed.
- Create new member posts in canva.
- Update website graphics and social media graphics for events/programs.
- Provide administrative support to the office staff such as creating excel spreadsheets, power points, or word documents, as assigned.
- Assist with intern training.
- Create relocation packs for those looking to move to Georgetown.
- Attend Chamber functions as assigned and assist with check in, set up and/or take down of events. Post signage on the front when closed.
- Provide Certificate of Origin for members.
- Assist members with the online MIC (Member Information Center).
- Other duties as assigned by the Director of Operations and/or CEO.