



Georgetown Chamber of Commerce

Position Description: **Administrative Services Coordinator**

Reports to: Director of Operations/CEO

Summary of Position

The Administrative Services Coordinator serves as the first point of contact for members and guests visiting or calling the Chamber. This position interacts with a diverse audience and acts as a brand ambassador, consistently delivering excellent customer service. The role supports daily administrative operations, assists with Event Center rentals, and provides support for Chamber programs and events.

Administrative Services Coordinator Duties & Responsibilities

- Professionally greet Chamber members and guests in person and by phone; demonstrate strong knowledge of phone systems and assist with training new staff and interns. Support members with use of the online Member Information Center (MIC).
- Open the office daily and maintain a clean, welcoming, and professional front lobby. Oversee lobby materials in coordination with interns by removing non-member materials and adding current member information as received. Schedule phone messages for holiday closures.
- Maintain and update Chamber Master records, including business and member representative information (e.g., email addresses, phone numbers, and representative names). Conduct monthly audit calls to ensure data accuracy and consistency.
- Manage monthly automatic payments by sending advance reminder emails and following up on failed payments within the first week.
- Work with the Membership Manager to complete mail merges; print and mail invoices with appropriate correspondence for current, 30/60/90/120-day accounts. Prepare and mail renewal letters and member window clings monthly.
- Conduct member retention calls regarding 60-day outstanding dues and document notes in both the monthly Excel tracking file and Chamber Master. (Membership Manager maintains Excel list.)
- Assist the Director of Operations with Event Center rental support, including responding to phone and email inquiries; creating floorplans in Canva; gathering security requirements; collecting TABC forms; and preparing day-of-event procedures. Lead tours for prospective renters, as needed.
- Refresh, update, and maintain the Event Center website as necessary.
- Support the Marketing/Events Coordinator by assisting with the creation of social media graphics for both the Event Center and the Chamber.
- Manage Ally listings on Chamber's homepage, ensuring logos/information is current.
- Oversee event registrations, including attendee names, payments, sponsorships; prepare and print check-in sheets; coordinate event décor; reconcile registration information post-event with interns; manage pre- and post-event surveys. Attend Chamber events as assigned. Post signage for office closures and schedule Chamber events annually on the internal Outlook calendar.
- Assist with the weekly newsletter and email communications through Constant Contact and/or Chamber Master. Add new members to the newsletter, verifying information. Coordinate new member social media posts with interns/part-time staff.
- Update monthly calendar of events for board reports.
- Collect, date-stamp, and process mail daily, ensuring mailbox is locked daily.
- Conduct daily restroom checks at the beginning and end of each day to ensure cleanliness, stocked supplies, and trash removal.
- Provide Certificates of Origin for Chamber members.
- Assist with intern training and onboarding.
- Perform other duties as assigned by the CEO.