



Georgetown Chamber of Commerce

Position Description: **Administrative Services Coordinator**

Reports to: Director of Operations/CEO

Summary of Position

The Administrative Services Coordinator is a key member of the Chamber team, providing exceptional service and support across many areas of the organization. This position serves as an important point of contact for Chamber members and guests while supporting membership, member retention, Event Center rentals, Chamber events, communications, and daily office operations. This role helps ensure members receive timely, professional assistance and that the Chamber's administrative systems and day-to-day operations run smoothly and efficiently.

Administrative Services Coordinator Duties & Responsibilities

- Professionally greet Chamber members and guests in person and by phone. Open the office daily and maintain a clean, welcoming, and professional front lobby. Oversee lobby materials by keeping member information current.
- Maintain knowledge of Chamber programs, services, and initiatives to be able to communicate those to the public. Support members with use of the online Member Information Center (MIC).
- 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 payments. Complete printed invoices for membership billing. Mail membership window clings weekly to renewals. Assist in conducting member retention calls regarding outstanding dues and document notes in both the monthly Excel tracking file and Chamber Master.
- Assist the Director of Operations with Event Center rental support, including responding to phone and email inquiries; creating floor plans in Canva; gathering security requirements; and collecting TABC forms. Ensure room is set up according to the floor plans. Lead tours for prospective renters, as needed.
- Create and manage staff schedule for part time set up/take down of event center.
- 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. Schedule Chamber events on the internal Outlook calendar.
- Assist the Digital Communications Lead with weekly newsletter updates and social media graphics, as needed.
- Assist in verifying content for the annual *Chamber Guide & Directory* printed publication.
- Collect, date-stamp, and process mail daily.
- Export deposits from Chamber Master daily and provide report to the Director of Operations. Code invoices according to budget and submit them to CEO for approval.
- Update monthly calendar of events for board reports.
- Provide administrative support to office staff such as creating excel spreadsheets, power points, or word documents, as needed.
- Assist with intern training and onboarding.
- Collect and inventory with description and value, all donated items for silent auctions/raffles.
- 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.
- Perform other duties as assigned by the CEO.

General Office Expectations:

- Adhere to all policies set forth in the Employee Handbook.
- Provide administrative support to the office staff such as creating excel spreadsheets, power points, or word documents, as assigned.
- Demonstrate a positive and collaborative work relationship with the team, our membership, Board of Directors, renters, and visitors with a focus on accomplishing the goals of the entire organization.
- Maintain general knowledge of chamber programs and services. Understand all membership levels and benefits and be able to discuss with any prospective business.
- Demonstrate an understanding of the Chamber's value to the community and to its members and visitors.
- Provide exceptional customer service with Members, renters, and guests of the Chamber.
- Work at all fundraising events and assist at membership events, as assigned.
- Always act as a team player by being alert to things that need to be done that are not listed in the position description. Take the initiative to get things done, with minimal supervision, and be alert to other items that need to be accomplished that may not fall in your job description.
- Maintain strict confidential information acquired in this position.
- Ability to multitask.
- Assist other roles as needed.

Technical

- Maintain and update the Chamber's CRM platform (ChamberMaster).
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint, Outlook).
- Proficient understanding of Canva, Constant Contact, and social media platforms.
- Strong time management and organizational skills with the ability to manage multiple priorities effectively.
- Strong public speaking, research, and writing skills. Demonstrated ability to communicate effectively through verbal, nonverbal, and active listening skills with volunteers, members, and co-workers.

Physical Requirements

- Ability to run occasional work-related errands, including deliveries and purchases (mileage reimbursed).
- Ability to lift and carry materials/small equipment as needed, occasional use of a ladder.
- Ability to stand for extended periods of time during Chamber events and programs.
- Ability to move, set up, and break down event materials and equipment as needed.

Education / Experience

- Bachelor's degree is preferred, ideally in related field.
- Three or more years of relevant professional experience preferred.