
OFFICE COORDINATOR

Job Summary: The Office Coordinator position is a dual role encompassing a wide range of responsibilities, including general office administration, membership coordination, volunteer management, member communication, data management, reporting, event coordination support and support for leadership and committees. Additionally, this position offers a commission structure to incentivize and reward successful recruitment and retention of new members. This position demands excellent communication and organizational skills, a customer-oriented mindset, and the ability to multitask effectively.

Responsibilities:

1. *Office Administration:*

- Manage the day-to-day administrative tasks of the Chamber office.
- Serve as the first line of communication for inbound phone calls, greeting guests and members, and providing courteous assistance, information, and referrals.
- Act as a liaison between the CEO and guests or inbound phone calls.
- Schedule all conference room reservations and meetings.
- Set up and maintain office files, correspondence files, and both paper and computer files.
- Maintain postage and mailing materials.
- Organize and maintain the tourist information area.
- Ensure a clean and organized office environment, including restroom facilities and basement storage.
- Ensure all forms and documentation are kept current and in stock.
- Receive and properly record and report Chamber funds.
- Schedule all conference room reservations and meetings. Ensure the conference room is prepared for all meetings.
- Assist co-workers with administrative tasks as needed.

2. *Membership Coordination:*

- Act as the primary point of contact for current and potential Chamber members.
- Responsible for recruitment of new members and retention of current members.
- Implement strategies for membership recruitment and retention, suggest adjustments to retention strategy as necessary.
- Conduct outreach to local businesses to promote Chamber membership and benefits.
- Respond to membership inquiries, providing detailed information about membership levels, benefits, and events.
- Process new member applications, ensuring accurate and up-to-date membership records.
- Coordinate member communication, including newsletters, emails, and social media updates.
- Maintain accurate membership records and databases, ensuring timely updates and documentation of member information, payments, and renewals.

- Represent the Chamber at community events, trade shows, and business expos, effectively communicating the value of Chamber membership to a diverse audience.
- Report membership trends to CEO.
- Plan and execute membership events, such as orientations, networking functions, and member appreciation activities.
- Conduct regular member benchmarking surveys and gather feedback to improve membership services.
- Assist with the preparation of reports, presentations, and materials for board meetings and other Chamber-related activities.
- Develop promotional materials and campaigns for membership initiatives.

3. **Event Coordination:**

- Assist in planning and executing Chamber events, including workshops, seminars, networking events, and community programs as needed.
- Assist with event logistics such as venue setup, event preparations, check in and registration.
- Support event setup and on-site management, ensuring a seamless and positive experience for attendees.
- Assist with post-event tasks, such as collecting feedback, compiling event data, and preparing event summaries as needed.

4. **Visitor Center Support:**

- Prepares and mails all relocation and visitor information requests on a weekly basis.
- Sends referral cards to members and community businesses as necessary.
- Is the off-season point of contact for all visitor and relocation inquiries, oversees the Visitor Information Center and related storage, and greets all incoming visitors.

5. **Member Communication:**

- Develop and distribute member communication materials, including newsletters, emails, and member updates.
- Provide regular updates for the Chamber's website with relevant member information, news, and events.
- Monitor member engagement and identify opportunities to enhance communication and engagement strategies.

6. **Data Management and Reporting:**

- Maintain accurate membership records and databases, ensuring they are up to date and accessible to relevant staff members.
- Generate regular reports on membership statistics, event attendance, and other relevant metrics for the Chamber's leadership team.
- Utilize data analysis to identify trends, evaluate the success of membership initiatives, and make data-driven recommendations.

7. **Support for Leadership and Committees:**

- Provide administrative support to the Chamber's leadership team, including scheduling meetings, preparing agendas, and taking minutes.
- Assist with the coordination of committee meetings, ensuring timely communication and documentation of meetings.

Wage & Commission Structure:

- \$21.50/hour during introductory period + commission
- Recruitment Commission: \$30 for each new member recruited during the first year of their membership.
- Renewal Commission: \$30 for each renewal of recruited new members in years 2 to 5 of their membership.
- Additionally, for existing members who upgrade their membership tier, you will receive a 5% commission based on the tier increase amount.
- See Membership Commission Structure Terms and Conditions for full details.

Requirements:

- Bachelor's degree preferred. High school diploma or equivalent – minimum requirement; additional certification or education in office administration or related fields is a plus.
- Must possess a valid Alaska Drivers License, proof of insurance, and have access to reliable transportation.
- Proven experience in office administration, preferably in a membership-based organization.
- Excellent communication skills, both verbal and written, with the ability to interact effectively with diverse stakeholders.
- Strong organizational and time management abilities, with exceptional attention to detail.
- Proficiency in using office software, including word processing, spreadsheets, and presentation tools.
- Familiarity with customer relationship management (CRM) systems and database management.
- Demonstrated ability to work independently and collaboratively as part of a team.
- Strong problem-solving skills and the ability to adapt to changing priorities.
- Knowledge of the Greater Wasilla community and its businesses is an advantage.

Note: This job description is intended to convey information essential to understanding the scope of the position and is not exhaustive. Duties and responsibilities may be subject to change based on organizational needs.