

Communications & Customer Relations Coordinator

Greater Keene & Peterborough Chamber – New Hampshire

Reports to: Greater Keene & Peterborough Chamber (GKPC) President/CEO, or designee
Status: Non-Exempt; Part-Time – 25 hours per week

Overview & Funding

The Greater Keene & Peterborough Chamber (GKPC) Communications & Customer Relations Coordinator (CCRC) position is funded primarily by general operations, at 25 hours per week, although hours may vary slightly based on grant funding and/or peak event/project workload. Regular duty hours are 11:00am- 4:00pm, in the Keene NH office. Occasionally, work may occur in the Peterborough NH office.

General Responsibilities:

The CCRC's primary responsibilities are providing customer service to members and the general public. The CCRC also assists the President/CEO, staff and board with office support, projects, and events. As with all GKPC positions, some flexibility to attend early morning, evening and weekend events is expected.

As a GKPC employee, the CCRC is part of a collaborative team of professionals dedicated to delivering timely and responsive value to Chamber members and other stakeholders, throughout the Monadnock Region, on a daily basis, in accordance with the organization's bylaws:

The Greater Keene & Peterborough Chamber is organized to advance the commercial, industrial, educational, cultural, recreational, and general welfare of Keene and the surrounding area.

In this context, every employee is expected to pitch in on whatever needs to be done on a given day, and/or over the course of a month or more. It is critical that the CCRC be a team player.

Specific Responsibilities:

- Provide office coverage and customer support for incoming phone calls, emails and walk-in visitors (scheduling for coverage is the responsibility of the GKPC Operations Manager).
- Communicate upcoming events and other information to members through Constant Contact and/or Chamber CRM database (will train). Manage Constant Contact database of new contacts, email addresses and changes, resolve bounced emails, and schedule member advertising eblasts.
- Serve as primary coordinator, with support of other staff members, of GKPC visitors centers, in both Keene and Peterborough, including stocking of material. Willing to become certified as a Granite State Ambassador and be the primary liaison and supervisor of Granite State Ambassadors, and/or other volunteers who may be assigned to the Chamber's Keene and/or Peterborough locations to provide information to tourists and residents.

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- Coordinate billing for advertising (eblasts, newsletter, website, etc.).
- Update website events calendar with chamber and member events.
- Willing to become certified as a Granite State Ambassador
- Organize, update, maintain files on shared drive and in CRM database with accurate information. Maintain Relocation, New Member and Prospective Member Packets.
- Other general office duties as required/assigned.

Qualifications, Skills & Competencies:

- Clear and demonstrated commitment to GKPC mission.
- Excellent computer skills: proficiency with Microsoft Office applications (Word, Excel, Outlook, PowerPoint, Teams, Adobe Creative Suite a plus).
- Detail oriented and accurate. Ability to write, edit and proofread clearly and quickly.
- Ability/willingness to set priorities, manage projects, meet deadlines, and be self-directed.
- Flexibility in responding to a busy work environment to meet changing priorities in an organization that is evolving. Ability to participate in a cooperative work environment.
- Strong diplomatic and customer service skills/experience.
- Minimum of five years' experience in fast-paced office environment.
- Minimum of bachelor's degree, or equivalent experience.
- Some regional in-state travel likely; occasional (optional) out-of-state travel possible.

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