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## JOB DESCRIPTION

Medicine Hat & District Chamber of Commerce

(herein referred to as "the Chamber")

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**Position Title:** Special Projects Assistant

**Position Function:**

The Special Projects Assistant is responsible for assisting with the planning and implementation of specific Chamber events and assistance in implementing the Chamber's communication strategies. Events may include, but are not limited to the Chamber of Commerce Business Awards, Election Forum, Annual General Meeting, Membership Appreciation and the Sunshine Home & Garden Show. The Special Projects Assistant will also assist with the Chamber's digital communications, graphic design, photography, videography, video and print production, along with administrative, clerical services, and general office support to ensure effective and efficient operations Chamber.

**Working Relationships:**

The Special Projects Assistant reports directly to the project managers assigned to each project and the Executive Director for all human resource and personnel issues.

**Primary Duties and Responsibilities:**

The Special Projects Assistant performs the following as directed:

Events

- Assist with the development, planning and implementation of events
- Assist with the coordination, scheduling, and organizing of services for events
- Assist with preparation of marketing and promotional material for events and publication of events, including any graphic design, print, video and photography requirements
- Assist in contacting businesses as required via phone or email for events and business award nominations
- Assist with organization of event registrations

Membership

- Assist in contacting businesses and ensuring the database is up to date
- Assist in preparation and distribution of membership materials

Office Communication and Workflow

- Assist with implementation of the Chamber's digital communication strategies, along with updating communication materials
- Update Project managers of progress as well as recommend any improvements, changes, concerns or issues related to events and communication
- Assist with scanning and filing agreements, documents
- Assist with data entry and updating the database system
- Update the Executive Director as to any other issues or recommendations for improvement within the organization
- Set workflow priorities in accordance with the overall responsibilities of the position
- Respond promptly to inquiries from members, potential members, stakeholders, community partners, executive officers, Board of Directors, executive director and the general public and other industry bodies by phone, email or written correspondence and follow up within an appropriate timeframe
- Perform other duties as required and directed

## **Qualifications**

### **Education**

- Preference will be given to those candidates with experience/education/interest in the fields of marketing, promotions, event planning, communications, design and art, or business administration.

### **Knowledge, skills and abilities**

- Knowledge of general office practices and telephone protocol
- Ability to establish and maintain good working relationships with supervisor, other staff, board, members, and committees
- Ability to operate office equipment, i.e. printers, copiers, scanners, fax, postage machine and POS terminals
- Good organizational and communication (written and verbal) skills
- Ability to prioritize and meet deadlines
- Proficient in using computers and Microsoft Office programs, including Word, Excel, Powerpoint, Outlook.
- Experience in graphic design, photography and videography.

## **Personal characteristics**

The Special Projects Assistant should demonstrate competence in some or all of the following:

- **Adaptability:** Demonstrate a willingness to be flexible, versatile and tolerant in a changing work environment while maintaining effectiveness and efficiency.
- **Behave Ethically:** Understand ethical behaviour and business practices and ensure behaviour is consistent with these standards and aligns with the values of the Chamber.
- **Build Relationships:** Establish and maintain positive working relationships with others, both internally and externally, to achieve the Chamber's goals.
- **Communicate Effectively:** Speak, listen and write in a clear, thorough and timely manner using appropriate and effective communication tools and techniques.
- **Creativity/Innovation:** Develop new and unique ways to improve events and communications and create new strategies to improve current practices.
- **Focus on Business Needs:** Anticipate, understand, and respond to the needs of the business community and meet or exceed their expectations within the Chamber's parameters.
- **Foster Teamwork:** Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance the Chamber's effectiveness.
- **Organize:** Set priorities, develop a work schedule, monitor progress towards goals, and track details, data, information and activities.
- **Solve Problems:** Assess problem situations to identify causes, gather and process relevant information, generate possible solutions, and make recommendations and/or resolve the problem.
- **Think Strategically:** Assess options and actions based on trends and conditions in the environment and the Chamber's vision and values.

## **Experience**

Preference will be given to those candidates with one or more years' experience in customer service, general office duties, public relations, event planning/management, communications or marketing.

## **Working Conditions**

- The Special Projects Assistant usually works in an office environment, but the mission of the organization may sometimes take them to non-standard workplaces (ie: venue rented for an event) or remote work based on the requirements and restrictions associated with the pandemic.
- The Special Projects Assistant works a standard 5 days per week, Monday to Friday 9:00 to 12:00 and 1:00 to 4:00 for a total of 30 hours per week. Additionally, there may be evening, weekend, and overtime hours required to accommodate the Chamber of Commerce events and activities.