



Greater Lafayette Commerce
Job Title: Engagement Coordinator, Member Services
Department: Membership Services
Reports to: President and CEO
FLSA Status: Exempt
Job Type: Full-time

Organization Background

A nonprofit economic development and chamber of commerce organization serving Tippecanoe County, Indiana, Greater Lafayette Commerce is membership-based and supported by local industries, businesses, governments, and individuals. Its mission, carried out by various councils, is to advance economic and community prosperity and a superior quality of life.

Work Culture

As the leading local organization for community initiatives, growth, and economic development, Greater Lafayette Commerce is a hub of high-profile activities in multiple areas. The staff works under the direction of the president and chief executive officer and with numerous community volunteers. Team members work collaboratively for the good of all, often assisting in areas beyond traditional job responsibilities, with many opportunities for personal and professional growth. The work environment is dynamic, forward-thinking, fast-paced and goal oriented.

Position Summary

Serves as the first professional point of contact for the visitors of the facility as well as phone calls from GLC members and community members. Support staff as needed for all existing employees. With the goals of the strategic plan, this will be a supporting position for Greater Lafayette Commerce to achieve the metric of the goals.

Personal Attributes

To appropriately meet the needs of the position, the Engagement Coordinator, Member Services is expected to:

- Enjoy a diverse work day.
- Present a friendly, welcoming attitude in interactions with members, co-workers, and visitors.
- Handle a myriad of details and follow-up items.
- Communicate clearly.
- Possess outstanding organizational and interpersonal skills.
- Be comfortable meeting new people and socially approachable.
- Handle interruptions and changing situations.
- Work harmoniously, enthusiastically and cooperatively.
- Accomplish tasks both independently and with direction.

Position Requirements

- Prior experience as a receptionist, administrative assistant or office manager preferred.
- Bilingual English and Spanish is preferred.
- Organize work and manage various details.
- Present a professional appearance, demeanor and attitude.
- Be proficient in using standard office equipment.
- Able to use computer software proficiently.
- Committed to maintaining the highest sensitivity to professional ethics and cultural diversities, treating all people equally and respectfully.
- Adept at technology, software, social media tools and embrace new technologies as made available.

Essential Duties and Responsibilities

- Administrative support for Member Services Team.
- Welcome guests, members and the public.
- Answering, screening and forwarding incoming calls.
- Member registration and payment calls.
- Member On-boarding, and managing the member campaigns.
- Daily handle mail and deliveries, incoming and outgoing.

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- Schedule and execute of milestone events.
 - Schedule and execute of Small Business of the Month/Year celebrations.
 - Order supplies and keep inventory of stock.
 - Schedule meetings for Member Services sales team.
 - Pro-actively identify opportunities to improve office operations.
 - Other duties may be assigned.