

DIRECTOR, PROGRAMS & MEMBER ENGAGEMENT

The Morrisville Chamber of Commerce (MCOC) is seeking a candidate that will manage events and programs, related logistics and communications, as well as member communications, sponsorship management and financial matters in coordination with third party vendors. In addition, this position is responsible for managing an office environment that includes overseeing the facility, managing facility rentals, maintaining supplies and office equipment, overseeing office services, and providing external customer service for members and the general public and office oversight.

Event & Program Management

Manage marketing efforts and event logistics, support sponsorship solicitation, and facilitate event committees as appropriate for the following:

 Member networking, KNOW, Power of Inclusion, Golf Classic, Annual Meeting, Issues Forums, Candidates Forum, Chamber Day of Service, New Member Luncheon, First Responders Luncheon, Holiday Reception, State of Morrisville, and others when applicable

Membership Onboarding and Communications

Welcome new members with introductory correspondence and guide them through the process of establishing the member profile and navigating the other tools and resources. Oversee the Ambassador team to welcome, engage, and retain members. Manage the membership database

Office Management

Manage calls and emails to the Chamber, Execute Certificate of Origin requests, Manage the facility including room rental requests, supplies, and equipment. Ensure restrooms, kitchen and coffee bar are stocked, lights and technology are working. Process mail and other general office activities. Assist outsourced bookkeeping service with minor accounting duties including bank deposits and tracking trade agreements.

Non-Essential Functions

Work closely with committees, partners and stakeholders on event planning and management and relevant communications. Work closely with the President, committees and volunteers on regular members communications. Work with third-party vendors on business operations. Perform other duties as assigned



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Qualifications

Experience and Education

- 1+ years of event planning and working with/coordinating volunteers
- 1+ years of experience with office administration or similar work
- Prior experience with a relational customer database and project management software is helpful
- Prior Chamber of Commerce or association experience is helpful
- Valid driver license is required

Knowledge, Skills, and Attributes

- Strong time management and organizational skills to ensure focus on valueadded program creation, management, and execution
- Commitment, flexibility, outstanding service attitude and work ethic and the ability to work in a fast-paced and time-sensitive environment
- Provides others with timely and organized information, provides clear direction, shares responsibility and accountability; includes and consults with appropriate individuals as needed.
- Provides accurate results that are thought-out, complete
- Exhibits high standard for excellence, attention to detail, relays information that is sufficiently detailed and provides desires effect from customer
- Ability to use logical methods to solve problems while producing effective solutions; probes all appropriate resources for solutions; takes initiative to identify and improves systems and processes
- Ability to multi-task with ease
- · Meet project deadlines according to schedule
- Ability to relate well with all types of people, attentive and active listener, patience to hear others out and build rapport with dignity and tact
- Ability to effectively manage change and support and promote acceptance, encouraging, motivating
- Strong verbal and written communication skills and is a clear and effective communicator
- Strong level of tech savviness and experience with Microsoft Office Product Suite
- Ability to work independently and with minimal supervision