

Greater Olean Area Chamber of Commerce MEMBERSHIP/OUTREACH COORDINATOR

MINIMUM QUALIFICATIONS:

Associate Degree with at least three years of business-related experience; good command of computer software applications, word processing, databases, and spreadsheets; excellent interpersonal communications skills. Preferred: experience in customer service, direct sales, or marketing.

GENERAL RESPONSIBILITIES:

This position provides leadership for the recruitment and retention of GOACC members; presents an exemplary professional image as the first point of contact for members, prospective members, visitors, and other community stakeholders; and provides administrative support to ensure the achievement of fiscal and program goals. The Membership/Outreach Coordinator is responsible for general office and records management, front-office reception services, and support to the administrative and marketing functions of GOACC.

Specific Responsibilities:

- Serves as principal receptionist at the Chamber office.
- Prepares and distributes membership recruitment packages, relocation packets, and other marketing/promotional materials.
- Conducts personal visits to potential and current members, in conjunction with the Membership Committee plan, and facilitates member correspondence.
- Coordinates and manages front-office services, including retail sales and tourism information.
- Oversees the GOACC Gift Certificate Program.
- Assists in the coordination and implementation of GOACC events and activities.
- Manages telephone protocols, postage/mail, and package deliveries.
- Collates and organizes press releases and clippings relating to GOACC and OBD.
- Presents a positive, professional, and collaborative approach to all aspects of the work environment and is committed to excellent customer services with all stakeholders.

SKILLS/ABILITIES:

Ideal candidate will have solid working knowledge of word processing, spreadsheets, databases, office equipment, and general office skills. Candidate should have excellent interpersonal/communications and telephone skills, and the ability to thrive in a busy office environment. Candidate must be prompt, conscientious, courteous, reliable, honest and professional.

Position is regular part-time, 25 hours per week, Monday through Friday. Additional hours may be required at busy times, and occasional evening and weekend hours are required.