



OFFICE MANAGER - JOB DESCRIPTION

The Chamber of Commerce Grand Haven, Spring Lake, Ferrysburg is seeking an experienced, goal-oriented Office Manager.

The primary role of the Office Manager is to manage the organization's database system and processes to ensure accuracy of the data for all membership related information, billing, website listings, organization communications and tracking. The successful candidate will develop custom queries, mailing lists, reports, and recommendations to promote accuracy and productivity of users with database tools. Coordination of the membership database content requires collaboration with other staff on coding decisions and documentation of processes to maintain ongoing consistency and accuracy. As the in-house "expert" on The Chamber's membership database system, the ability to probe and make recommendations to assist staff in obtaining optimal information from the database is a must. Documentation of procedures for coordination of the database, as well as for end users, is required. This position will provide support and backup to the accounting department as it relates to billing and accounts receivable performed through the membership database system.

Additionally, this role is to provide office management including front office management, customer service and support of The Chamber's communication efforts. The aspect of the position does not require a technical background, but knowledge of the community and critical thinking to problem solve and clarify details, a comfort and familiarity level with Windows 10 and Microsoft Office and an aptitude and willingness to learn on the job and apply new skills to new situations is essential. The Office Manager will also facilitate other administrative duties such as collaborating with The Chamber team to keep the website current, coordinate Chamber communications and assist other staff members on projects, committees, and events.

Duties:

- Front office management (ie: supplies, copies, intern management)
- Serves as the primary database contact, accountable for the accuracy and integrity of all database records and the organization's website.
- Manages external publications, Grand Living and Visitors Bureau data input.
- Community Gift Certificate member management
- Performs data entry
- Performs membership billings for annual dues, sponsorships, event attendance and advertising in collaboration with our Accountant.
- Develops and produces accurate and timely reports and data retrievals for staff as needed as well as managing custom queries and reporting requests
- Implements quality control mechanisms
- Adheres to style guidelines and organization policies
- Facilitates updates for new and existing records through research, stakeholders, traces, routine audits of records, database codes, extranet updates, phone calls and email
- Conducts routine audits of data to ensure consistency
- Maintains current documentation on database procedures, coding, reporting and administration
- Recommends, documents, and implements policies, procedures and guidelines for data entry
- Reviews, analyzes and evaluates database systems and user needs to provide recommendations and solutions to parallel overall marketing and business strategies
- Streamlines database efficiencies as needed throughout the organization



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- Trains staff on the use of databases, as needed
- Provides front desk support to customers online, walk-ins and by phone
- Assists in development and implementation of the organization's annual communication plan
- Assists team members on projects, events, and activities.
- Weekly Leads networking meeting facilitation
- IT Consultant liaison
- Other duties as required and assigned by the President.

Qualifications:

- Excellent oral and written communication skills – grammar, spelling, typing – with great attention to detail
- Exceptional listening skills and ability to follow instructions
- Relational database experience
- Highly organized, with superior problem resolution and analytical skills
- Proficient in Microsoft Office and Windows 10
- Basic understanding of accounting principles
- High level of professional, interpersonal and customer service standards
- Ability to work effectively under pressure with multiple priorities, deadlines, interruptions and incomplete information
- Ability to train and effectively utilize staff and volunteers
- Accurate and efficient keyboard/typing skills
- Commitment to working as a team member
- Ability to lift and or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.

EDUCATION & EXPERIENCE REQUIREMENTS:

- Bachelors' Degree in a business-related field
- 3 years of business and/or customer service experience required.
- Experience working in a not-for-profit environment a plus.

SUPERVISORY RESPONSIBILITIES:

- Temporary and Intern front desk personnel

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform essential functions.

Physical Demands:

- While performing the duties of this job, the employee must be able to remain in a stationary position for extended periods of time and be able to move about inside the office to access file cabinets, office machinery, etc.



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- Operate a computer and other office productivity machinery, such as a calculator, copy machine and computer printer and must have the ability to use hands to handle, control or feel objects or controls and reach with hands and arms
- Constantly communicate and exchange information with team members and must be able to effectively communicate correct information with members and vendors
- Read/comprehend, write, communicate orally, reasoning and analytical abilities, and mental flexibility
- Able to regularly lift to 10 pounds and occasionally will move objects up to 40 pounds
- Occasionally climb stairs, bend, squat, kneel, crouch, and reach above shoulder to access materials and/or documentation
- Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to compare and distinguish accounting and administrative data
- Hearing ability to perceive the nature of sounds at normal speaking level with or without correction. Ability to receive detailed information through oral communication and to make discriminations in sound.

Work Environment:

- While performing the duties of this job, the employee is regularly working in a typical interior/office work environment
- Position may involve extended work hours including early morning and evening meetings
- The noise level in the work environment is usually moderate.

TRAVEL:

This position requires day travel to current and prospective members. May require periodic travel which may include overnight stays. Must possess and maintain a valid driver's license.

ASSISTANCE:

The Chamber is committed to working with and providing reasonable accommodation to applicants with disabilities. For accommodation requests, email us at recruiting@grandhavenchamber.org. The Chamber will not discriminate against any qualified individual who can perform the essential functions of the job with or without a reasonable accommodation.

Understand your right to work

The Chamber uses E-verify to confirm you're authorized to work in the U.S.

Due to the nature of this role and ITAR requirements, this position is only open to U.S. Citizens or Permanent Residents at this time.

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization.
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