

Office Manager

Location:	Grand Haven, MI
Benefits:	Medical, Life, Retirement, Disability, Paid Time Off
Employment Type:	Full Time, Hourly, Non-Exempt
Chamber Core Values:	Lead with Purpose Enthusiastic Pursuit of Excellence We Win Together Need & Desire to Learn Transparent, Open and Honest

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 provide office management, customer service and support to both the members and staff of the Chamber. Critical thinking, problem solving, a comfort and familiarity level with Windows 10, Microsoft Office, database management 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.

This employee's secondary role is to ensure accuracy of data entry for all membership-related information, billing, website listings, organization communications and tracking. This position will provide support and backup to the accounting department as it relates to billing and accounts receivable.

Duties:

- Answers phones, online requests and e-mails
- Database management
- Coordination of the Chamber's Dune Dollars gift certificate program
- Creates and sends billings for memberships, sponsorships, events, etc.
- Create and send mass communications to the Chamber membership
- Accounts receivable assistance
- Provide a high level of customer service to members and the general public
- Assists staff with event setup
- Assists with creation of Grand Living publication
- Keeps front area stocked with publications, clean and organized
- Other duties as required and assigned by the President

Qualifications:

- Excellent oral and written communication skills with great attention to detail
- Excellent customer service skills
- Proficient in Microsoft Office, accurate and efficient typing skills
- Database management
- Basic understanding of accounting principles

- Ability to work effectively under pressure with multiple priorities, deadlines, interruptions and incomplete information
- Team-oriented, willing to help others to accomplish their goals
- Able to live and follow the Chamber Core Values

EDUCATION & EXPERIENCE REQUIREMENTS:

- High school diploma or GED
- 3 years' experience working in an office setting with high-level responsibilities
- Experience working in a not-for-profit environment a plus

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 accommodation 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.
- Operate a computer and other office equipment with 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
- 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.

Email Resume to Mark Allen at mallen@grandhavenchamber.org