

## **Michigan City Chamber of Commerce**

### **JOB DESCRIPTION**

**Job Description:** Operations & Program Support Manager  
**Reports to:** President  
**FLSA Status:** Full-time, non-exempt  
**Approved by:**  
**Date Approved:**

**Purpose:** The Operations and Program Support Manager is responsible for day-to-day operations, membership process oversight and serves as a staff liaison for key Chamber programs. This includes accounting functions: Quick Books, AR/AP, invoicing, reports and membership dues processing. Administrative support includes: CCAssist membership database management, data entry/clean-up and reports. Front desk responsibilities include: answering phones, first point of member/visitor contact and website calendar/content updates. Programming assistance includes Ambassador program oversight and membership recruitment/retention functions with a focus on high quality customer support.

**Responsibilities include but are not limited to:**

- 1. Responsible for financial functions including accounting duties, AP/AR, on-line banking and ACH, QB statement reconciliation, deposits, CCAssist/related functions including dues/events invoicing and reports (35%)**
  - a. Assists in monthly review of budget expenditures and preparation of the annual budget**
  - b. Point-of-contact with Board Treasurer and accountant**
  - c. Provides financial and membership reports to President**
  - d. Sets up interface between website and Chamber Data System for event invoicing and registrations**
  - e. Conducts annual review of bank/merchant fees and structures**
  - f. Applies accounting best practice rules, implements new tax laws and requirements as necessary**
- 2. Provides office management and membership process support (35%)**
  - a. First point-of-contact via telephone, email, postal mail and face-to-face visitors**
  - b. Compiles and sends out mass mailings and email, receives and distributes postal mail**
  - c. Maintains internal calendar and website's calendar of events**
  - d. Coordinates building maintenance and preventative maintenance for office equipment, handles IT issues and maintains office supplies**
  - e. Oversees CCAssist membership database including data entry/clean-up, record retrieval and reports**
  - f. Supports membership process including scheduling prospect meetings, follow-up calling/emails and packet**

- 3. Administrative support for meetings including preparation, execution and recording (10%)**
  - a. Coordinates Board and Executive meeting material packets online and hard copy**
  - b. Attends Board of Directors' meetings and other meetings as directed; records and distributes meeting minutes**
  - c. Updates office procedures and maintain manuals**
  - d. Supports Human Resource activities assisting the President with payroll processing, distributes health insurance updates, understands and ensures compliance with changing insurance regulations, keeps accurate records of vacation and sick time usage**
- 4. Oversees and assists with key Chamber programs (20%)**
  - a. Coordinates and implements the Gift Certificate Program including selling, recording, invoicing and payment processing**
  - b. Oversees Chamber Ambassador Program in coordination with Ambassador Chairperson that includes meeting scheduling, schedules and tracks new member packet distribution, retention visit oversight and record keeping**
  - c. Responsible for processing Certificates of Origin**
  - d. Coordinates Ribbon Cuttings/Open Houses for membership**
  - e. Processes reservations and oversees attendee check-in at events**
  - f. Supports fundraising and sponsorship efforts through scheduling, tracking and reporting on outcomes**
- 5. Performs other duties as assigned by President**

**Knowledge, skills and abilities:**

- 1. This multi-faceted position requires a bachelor's degree in a general business or related field of study; or equivalent experience;**
- 2. The ability to apply accepted accounting principles and knowledge of accepted accounting rules, practices, tax laws, and reporting requirements.**
- 3. Virtual PCI Certification required. Quick Books knowledge, certification/or experience to obtain**
- 4. Excellent computer skills, including Microsoft Office, Excel, Outlook and QuickBooks as well as Internet navigation.**
- 5. Thorough understanding and use of CC-Assist (Membership management system) after appropriate training.**
- 6. Resourcefulness; analytical and decisive. Takes initiative and can work independently; Focused on cost-effective solutions.**
- 7. Knowledge of our business community, membership organizations and/or the Chamber industry.**
- 8. Excellent communication skills both oral and written; interpersonal skills to project a positive image of the Chamber; and personal integrity with an outstanding work ethic.**

**Physical Demands and Working Conditions:**

1. Viewing computer terminal, and keyboarding in an office environment.
2. Communication via the Internet, with telephone callers and face-to-face interactions requires an ability to express oneself as well as perceive and exchange ideas.
3. The employee is not exposed to adverse environmental conditions, working primarily in an office environment.
4. Sedentary work. Exerting up to 10 pounds of force occasionally and/or negligible amount of force. Work can require stooping, kneeling, crouching, as well as grasping objects, and reaching with hands and arms.
5. The employee is required to stand, walk and carry objects.

**I have reviewed this job description with my supervisor. By signing below, the employee acknowledges that they are aware of the scope, responsibilities and requirements of this position.**

**Employee's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Manager's Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_