



Operations Director – Reports to CEO

The primary focus for this position is to oversee daily operations, promote Chamber communication services, assist in creating and managing sources of non-dues revenue, and support staff in the implementation of an operational plan.

Responsibilities

- Office management and tech support – maintain office services by organizing office operations and procedures including office equipment, software/hardware and other office support functions.
- Oversee and work in partnership with the Information & Engagement Manager, Member Services Coordinator, Tourism Coordinator, and any subcontractors to promote/implement chamber and tourism programs.
- Serve as the lead staff member for major Chamber fundraising events such as golf tournament, media auction, business directory and others.
- Coordinate and oversee other Chamber events such as Grill Out Night, Light Up Night, Rhythm on the River, other festivals, ribbon cuttings and seek sponsorships and programming.
- Manage, prepare and implement membership communication through email and social media such as monthly chamber and tourism newsletters, updates, event notices, etc.
- Serve as lead staff member for monthly networking events such as Chamber Breakfast, Monthly Luncheon, Business and Pleasure, and virtual networking events.
- Implement consistent branding in the creation of Chamber collateral, marketing pieces and ads.

Qualifications

- Charismatic and confident personality with a strong emphasis on customer service
- Excellent oral and written communication skills
- Strong organizational and time management skills
- Sound financial management practices and accountability
- Demonstrates high level of professionalism
- Works effectively in a team environment
- Knowledge of local area is preferred
- Experience in office administration is preferred
- Proficiency in Microsoft Office programs – Outlook, Word, Excel, Publisher and PowerPoint
- Experience with Constant Contact email program is preferred
- Experience on various Social Media platforms
- Flexible schedule to work nights and weekends for special events and festivals
- Minor lifting is required (brochure boxes, festival supplies, etc.)