



## Membership & Event Support Job Description

If you meet the qualifications listed below, please email your resume and cover letter to: [sandy@bendchamber.org](mailto:sandy@bendchamber.org). No phone calls please.

### OVERVIEW

The Membership & Event Support position performs front desk, reception, administrative and event support duties for the Bend Chamber.

### CORE JOB RESPONSIBILITIES

#### **Front Desk, Reception, and Administrative (60%)**

*Responsible for customer service to members of the Bend Chamber, staff, Board of directors as well as general information requests. Job duties include, but are not limited to, the following:*

- ✓ Assist customers via phone, email or in person
- ✓ General office duties including, but not limited to: Ordering office supplies and coffee; operation arrangement of maintenance on office equipment; processing incoming and outgoing mail; preparing agendas and board packets; assembling new member packets; making retention phone and accounts receivable phone calls; open and closing office daily; etc.

#### **Event Support (40%)**

*Responsible for event support duties for the following events:*

- ✓ Business After Hours
- ✓ Young Professionals Network
- ✓ SAGE Awards Dinner
- ✓ Member Invitational Golf Tournament
- ✓ Business Showcase
- ✓ General Membership Meeting
- ✓ Holiday Party
- ✓ Others as assigned

*Duties to be performed for the above events include, but are not limited to:*

- ✓ RSVP processing
- ✓ Collection of payment for events
- ✓ Preparation of attendee nametags
- ✓ Registration and other duties necessary at the event
- ✓ Reconciliation of event attendees and payments after event concludes

### SUPPORTING JOB FUNCTIONS

- Regular, dependable attendance
- Attends all staff meetings
- Attend Chamber events throughout year
- Performs other duties and responsibilities as assigned

### QUALIFICATIONS

#### **Knowledge of:**

*All employees are expected to be proficient in the use of the following tools:*

- Microsoft Office (Word, Excel, Outlook)

- Windows operating system administration tools
- Customer service practices

**Ability to:**

- Employ excellent prospecting, cold-calling and customer service skills
- Provide professional solution-based selling and account management skills
- Exercise effective negotiating and closing skills
- Plan, forecast and develop sales strategies
- Create sales proposals
- Be professional, creative, highly motivated, flexible and decisive
- Employ excellent written and verbal communication and presentation skills with the ability to listen, question, interpret, and clarify issues
- Effectively plan tasks and complete deliverables on time through goal setting and prioritization
- Utilize problem-solving skills to identify and analyze root causes and develop solution recommendations
- Seek to understand and resolve issues; employ reasoning and good judgment; remain objective and solution oriented with emotional or controversial issues
- Communicate with Board, management and customers in an effort to arrive at mutually agreed upon solutions or courses of action
- Work well in a dynamic, fast-changing environment that requires a high degree of multi-tasking with minimal supervision
- Work with a high level of accuracy and attention to detail

**Experience and Education:**

- Minimum of 3-5 years sales and marketing professional experience
- Background in media sales or public relations preferred
- Bachelor's degree in a technical field or equivalent experience
- Experience working with Business Owners and CEO-level Clients

**WORKING CONDITIONS / ENVIRONMENT**

Duties are performed in a fast paced office where all employees do what is needed to get the job done. Duties are performed at the Bend Chamber office, with travel to off-site meetings as required.

**PHYSICAL REQUIREMENTS – Ability to:**

- Lift and carry up to 40 pounds
- Stoop and bend
- Sit and stand for long periods of time
- Perform repetitive motions to include keyboarding

**RELATIONSHIPS**

- This position reports to the Director of Programs & Events
- Will work cooperatively with all staff, particularly Director of Programs & Events as well as Membership Coordinator
- Develop and maintain relationship with Chamber members, Board of Directors, government and private business leaders regarding Chamber-related issues.

**LICENSES/CERTIFICATIONS**

- Valid Oregon driver's license and proof of insurance

**TESTING**

- Pre-employment drug screening is required