

Job Title: Community Engagement Coordinator
Supervisor: Director of Marketing & Communications
Compensation: \$45,000 a year, plus benefits
Classification: Full Time, Permanent, 8:00 am - 5:00 pm
Work Location: Missoula, MT

Position Summary:

The Community Engagement Coordinator is the Chamber's first point of contact with tourists, citizens, and Missoula Chamber of Commerce members. When interacting with members, the successful candidate must be fully aware of all Chamber membership benefits and services to provide information and assistance while providing excellent customer service. This position is responsible for the Chamber reception, administrative duties, and support to the Director of Marketing & Communications to ensure the efficient operation of the Chamber office, events, marketing, and the membership database.

Administrative Responsibilities

- Greet, welcome, and assist walk-in guests in a professional and friendly manner.
- Answer all incoming phone calls and respond to inquiries.
- Provide administrative support to all Chamber staff as needed.
- Maintain the Chamber meeting calendar as well as conference room rental agreements.
- Monitor and order office supplies and meeting room supplies.
- Manage the annual verification form process, decal mailing, and update member accounts (December-January each year).
- Process new memberships, adding them to Constant Contacts, Membership Tier database, retention call list, benefits database, Google workshop database, and Ribbon Cutting database.
- Work with and support members' needs in the MC Trade database.
- Update member profile information, create referrals, administer retention plan tasks, and maintain member web advertising.
- Other duties as assigned.

Events & Marketing

- Provide administrative support for events by processing contracts and marketing.
- Align the website with the organization's brand, strategy, and standards.
- Assist with creating, posting, and responding to social media content.
- Create and maintain weekly e-newsletters.
- Assist with creating media content.

Relocation Inquiries

- Follow all referral tracking procedures.
- Manage relocation leads to tier three level and Relocation Pack advertiser.
- Responsible for immediately informing the President/CEO of any businesses relocating to Missoula.

Qualifications & Skills

- Strong communication and customer relationship skills, as well as the ability to establish a positive rapport and demonstrate courtesy, diplomacy, and proper etiquette when working with members, volunteers, and the general public.
- Portrays a professional image through written and verbal communications, dress, and conduct.
- Highly organized and detail-oriented to manage workload concurrently, accurately, and within deadlines.
- Possesses superior proofreading skills, strong computer skills, and a demonstrated ability to maintain accurate records.
- Exhibits excellent time management and flexibility.
- Ability to work independently and be a team player working in concert with fellow employees of the Chamber.

Education & Experience

- A High School diploma and five years of experience in a professional office setting are required. The ideal candidate would have a bachelor's degree in business administration with two or more years of experience in an office setting.
- Superior software skills (Microsoft Office Suite) and experience working with CRM.

Professional Competencies

Self-Motivation

- Highly motivated and prepared to take the initiative and accept new assignments, projects, and challenges.
- Proactively identifies opportunities and solutions for improvement, takes responsibility, and is accountable to coworkers.
- Takes advantage of company-provided training and invests personally in self-training.
- Understands and actively participates in pursuing the Vision and Mission of the Missoula Chamber of Commerce.

Teamwork and Collaboration

- Participates in open communication with staff and committees and is willing to accept input from others.
- Ability to compromise, find common ground among coworkers, support, and encourage collaboration to foster a positive working environment.
- Understands and supports being a team player, respects co-workers, and offers support when needed.

Professionalism

- Portrays a professional image internally and externally through written and verbal communications.
- Displays a professional image within the organization and in public through written and verbal communications, as well as in dress and conduct.
- Represents the Missoula Area Chamber of Commerce with a professional and mature attitude and remains calm under pressure.

Working Conditions & Physical Requirements

The work environment is an office setting with a 40-hour workweek. Occasionally, work may require project-related activities outside of the office. Sight, talent for computer work, and the physical ability to lift 40 pounds are necessary.

About Missoula Chamber of Commerce:

Since 1904, the Missoula Chamber of Commerce has worked to build a more robust economy and foster a healthy, attractive environment for businesses. As a catalyst for a healthy business environment, this organization has created a foundation for good jobs and quality of life, encouraged entrepreneurship, and worked to keep our community's best and brightest here.

The Chamber has spent over 35 years developing community and business leaders in Missoula through its Leadership Missoula program.

The Chamber provides resources to help businesses succeed. The Chamber stays informed on issues and shares that information with its members. The Chamber is an advocate for our businesses and community. Through community collaboration, the Chamber fosters networking that strengthens business connections and generates commerce while remaining welcoming to everyone. The Chamber also responds to prospective new residents and businesses considering relocation to our community.