



Administrative Coordinator Job Position

Havre de Grace Chamber of Commerce

Position Summary

The Havre de Grace Chamber of Commerce is seeking a highly organized, customer-focused Administrative Coordinator to support the daily operations of the Chamber. This position serves as the primary administrative contact for members, prospective members, and the public while ensuring the efficient management of member records, communications, and office operations.

The ideal candidate is detail-oriented, proactive, comfortable managing multiple priorities, and passionate about supporting the local business community. This position reports directly to the Vice President of the Havre de Grace Chamber of Commerce.

Primary Responsibilities

Membership Administration

- Manage member accounts and records within the Chamber's CRM/database.
- Generate, process, and follow up on membership invoices and renewals.
- Process new member applications and maintain accurate membership records.
- Respond to membership inquiries via phone and email.
- Assist with member onboarding and welcome communications.
- Monitor membership renewals and communicate with members regarding upcoming expirations.

Communications

- Manage the Chamber's primary email inbox, ensuring timely responses or routing inquiries appropriately.

- Respond professionally to general questions from members, businesses, visitors, and the public.
- Assist with member communications, newsletters, announcements, and email campaigns.
- Maintain consistent and professional communication on behalf of the Chamber.

Website & Calendar Management

- Update the Chamber website with current information.
- Add and maintain Chamber and community events on the online calendar.
- Ensure event information is accurate, complete, and updated as changes occur.
- Assist with posting news, announcements, and member information on the website as needed.

Administrative Support

- Maintain organized digital files and records.
- Prepare reports, spreadsheets, meeting materials, and correspondence.
- Assist with Board meeting preparation, including agendas, minutes, and document distribution as assigned.
- Order office supplies and coordinate basic administrative needs.
- Assist in documenting and improving administrative procedures.

Member & Community Relations

- Serve as a welcoming first point of contact for members and prospective members.
- Help coordinate membership benefits and ensure members receive available resources.
- Provide information regarding Chamber programs, events, and sponsorship opportunities.
- Support relationship-building efforts with local businesses and community organizations.

Event Support

- Assist with registration and attendee communications for Chamber events.
- Coordinate RSVP lists and registration tracking.
- Prepare event materials such as name badges, sign-in sheets, and informational packets.
- Provide administrative support before and after Chamber events.
- Attend select Chamber events when administrative assistance is needed (occasional evenings or early mornings may be required).

Qualifications

Required

- Excellent written and verbal communication skills.
- Strong organizational skills with exceptional attention to detail.
- Ability to prioritize multiple tasks while meeting deadlines.
- Professional and friendly customer service skills.
- High level of discretion when handling confidential information.
- Proficiency with Microsoft Office (Word, Excel, Outlook) and Google Workspace.
- Ability to learn new software systems and online platforms quickly.

Preferred

- Experience using CRM or membership management software.
- Website content management experience (Wix experience is a plus).
- Experience with email marketing platforms such as Mailchimp or Constant Contact.
- Experience working in a nonprofit, Chamber of Commerce, association, or membership-based organization.
- Familiarity with social media platforms and basic content updates.

The successful candidate will demonstrate:

- Strong attention to detail
- Excellent time management
- Self-motivation and initiative
- Professionalism and integrity
- Positive attitude and willingness to help others
- Dependability and accountability
- Adaptability in a fast-paced environment
- Strong interpersonal and relationship-building skills

Physical Requirements

- Ability to work at a computer for extended periods.
- Ability to occasionally lift up to 25 pounds for event materials.
- Reliable transportation for occasional local Chamber events.

Work Schedule

This is a part-time position with an anticipated schedule of approximately **20 hours per week**. Some flexibility is available; however, occasional attendance at Chamber events outside of normal business hours may be required.