



Communications & Member Services Representative

Communications & Member Services Representative performs administrative and office support activities as it relates to member and community services and events. Duties include creating social media and website posts and blogs, writing the newsletter, receiving and responding to e-mails, regular mail, telephone calls, member and visitor interaction. The ability to work as a team is essential. The assistant represents the Eastham Chamber of Commerce and its mission to the members, the public and community.

This part time position for 16 hour per week (flexible up to 20 hrs max) with occasional evening and weekend hours, reports directly to the Executive Director.

EDUCATION, SKILLS & RESPONSIBILITIES

- Education/Experience** Any combination of training and experience equivalent to graduation from high school is required. 3 – 5 years in business, marketing, communications, or related fields preferred.
- Required Knowledge**
- Proficient in Microsoft Office (Word, Excel, Publisher, PowerPoint), G Suite, and Adobe.
 - Ability to work in Word Press, CRM software, and Constant Contact will be required.
 - Advanced use and understanding of social media platforms.
- Skills & Abilities**
- Excellent written and verbal communication skills, including public speaking. Fluent in spoken and written English.
 - Proven organizational ability; attention to detail. High degree of accuracy required.
- Personal Attributes**
- Exceptional interpersonal and customer services skills required; positive, flexible, can-do attitude and ability to work with a wide array of people. Good problem-solving ability. Team player and self-motivator. Absolute integrity: ability to maintain confidentiality. Well-groomed and impeccable personal hygiene. Reliable attendance and punctuality.
- Functional Demands** *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions.*
- Must be able to sit in the office at a computer and stand at events for prolonged periods of time. Must be able to hear average/normal conversations and receive ordinary information. Average visual acuity. Ability to use stairs. Need to grasp objects and use fingers for typing. Ability to lift and carry 30-35 pounds. Ability to walk 6,000 – 10,000 steps in one day. Valid driver's license and vehicle.
- Responsibilities**
- Write, edit, coordinate and publish engaging and strong copy for communications materials including eblasts, daily social media posts, blogs, brochures and videos for promotions, public service announcements, EasthamChamber.com and the newsletter.
 - Maintain social media, website, and all digital platforms.
 - Edit and publish the annual visitor guidebook and business directory.
 - Assist with member benefit, recruitment, and retention programs.
 - Assist, plan, organize, and execute member service promotions and events.
 - Assist, plan, organize, execute, and recruit volunteers for Chamber sponsored or sanctioned promotions and events.
 - Recruit sponsors and/or advertisers for marketing campaigns, promotions and events.
 - Provide on-site support at networking and Chamber supported events.
 - Maintain all databases and project files.
 - Perform various administrative tasks, including answering phones and email, mailings, filing, and routine correspondence as well as other clerical duties as assigned.
 - Serves as staff liaison to Chamber committees as designated by Executive Director.



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- Picks up, delivers and processes all incoming and outgoing mail.
- Attend and photograph all Chamber events, conferences and workshops.
- Answer telephone calls/emails and respond to customer inquiries.
- Post event flyers on bulletin boards through Eastham.
- Assist in other aspects of Chamber operations as determined by the Executive Director.

Eastham Chamber of Commerce is an equal opportunity employer. We will not discriminate against employees or applicants for employment on the basis of race, age, color, religion, sex, sexual orientation, religious creed, veteran status, marital status, national origin, disability or any other characteristic protected by law.