

Job Description

Position: Office Manager – Development Authority & Chamber of Commerce

Reports To: Authority Executive Director / Chamber President

Summary: The role of the Office Manager is to oversee the day-to-day operation and serve as the primary customer service representative for the office building. This role serves as the face of the community, must be high energy, outgoing and a self-starter. This individual will also work with both the President of the Chamber and Executive Director of the Development Authority to assist in daily operations of the organizations, provide bookkeeping via QuickBooks for both organizations, serve as the Chamber's membership administrator, and other duties as assigned.

Responsibilities and Duties:

- Greets visitors to the office – provides customer service to walk-in traffic
- Answers and fields incoming phone calls
- Manages incoming/outgoing mail and electronic communications
- Meeting room schedule management
- Controls and maintains office supplies and inventory
- Document and report building maintenance issues to Authority Director
- Bookkeeping responsibilities (QuickBooks)
- Assists with executive calendar management
- Board meeting prep and assistance (Chamber & Development Authority)
- Maintains adequate records of all transactions and correspondence to be available for review by the Board or other officials or agencies
- Chamber Membership assistance:
 - Compiles and assembles information for new member packets and sends or delivers information to prospective members
 - Manage New Member Process
 - Prepares and distributes membership renewal invoices and past due letters on a monthly basis
 - Advises membership on new programs, events and services the chamber has available
- Manages the Shop WACO 1st program
 - Handles gift cards
 - Manages accounting for gift card program
- Other duties as assigned

Skills Required:

- Customer service experience
- QuickBooks
- Organizational ability & time management
- Self-starter