



# Assistant Director

**Hayward Area Chamber of Commerce Mission Statement:** The Hayward Area Chamber of Commerce, Inc. is organized to advance the general welfare and prosperity of our businesses, communities and organizations.

**Overview:** The Assistant Director supports the Executive Director in the management and operation of the Hayward Area Chamber of Commerce. The Assistant Director is a role model for excellent customer service as well as setting an example for an effective team environment. In addition, the position is responsible for managing all facets of Hayward Area Chamber of Commerce events (e.g., Musky Festival, Fall Festival, Business After 5, Annual Awards Dinner, etc.) and working in conjunction with the Executive Director on developing and implementing initiatives that continually provide value to our members. Working within a small team environment will allow opportunity to be involved in many aspects of serving our members and community. The Assistant Director reports directly to the Executive Director.

## **Responsibilities:**

- Works with the Executive Director to ensure all operations are conducted in an effective manner and the utmost customer service is exercised with all constituents.
- Ensure the mission of the Chamber is at the forefront of every decision made.
- Composes, types and edits correspondence, reports, newsletters, flyers, advertisements and other material requiring judgment as to content, accuracy, and completeness.
- Participates in Executive Chamber Board and Chamber Board meetings, to provide key information and recommendations from which board members can make decisions.
- Coordinate and manage every aspect of chamber events and fundraising while working within budget. Management of events can include arranging schedules, selecting entertainment, choosing vendors, selecting menus, procuring accommodations, moving and/or lifting items and creating and distributing marketing materials (e.g., invitations, flyers, advertisements).
- Oversee onsite event set-up and execution.
- Solicit, secure and nurture existing and potential sponsors.
- Attend event committee meetings to advise committee members regarding timeline, budget and all aspects related to event management.
- Create marketing plans based on established theme, direction and budget for events and other chamber initiatives.

- Continually assess services offered to members and devise/recommend programs as needed to serve a diverse membership.
- Identify revenue growth opportunities and recommend plans for implementation.
- Assist in the communication of advertising and other marketing opportunities for members, as well as the sales of these same opportunities for members.
- Assist in management of chamber web sites and social media.
- Recruit and train volunteers.
- Serve as liaison with vendors on event-related matters.
- Other duties as assigned by executive director.

**Key Attributes and Qualifications:**

- Bachelors degree in marketing, business or related field preferred.
- Two or more years related experience preferred.
- Customer service orientation, including the ability to actively listen and devise solutions for a diverse constituent base.
- Exhibit ability to deal with difficult situations demonstrating good judgment and tactfulness, while remaining professional and courteous.
- Strong written, verbal, and interpersonal skills to effectively cultivate relationships with members, the public, volunteers, prospects, and community stakeholders.
- Excellent teammate, with the ability to work effectively with others and coach those around them to foster growth and development.
- Strong attention to detail.
- Exceptional organizational skills, with the ability to manage multiple tasks and prioritize effectively to meet deadlines.
- Confidentiality and trustworthiness.
- Independent, self-starter that is able to anticipate and manage multiple projects simultaneously and to completion with little supervision.
- Business computer skills (Word, Excel, Quickbooks, email, website management, etc.) and knowledge of modern office practices and procedures.
- Ability to manage administration and logistics in a busy professional office and special events environment.
- Value of continuous professional development.
- Ability to lift and carry up to 50 pounds, as required for the position.

**Work Schedule and Compensation:** Position will be based upon a 40 hours/week schedule, with additional days/hours necessary during key event weeks (e.g., Musky Festival, Fall Festival). Primary schedule will be weekday hours, with occasional early mornings, evenings, and weekends. Compensation will be commensurate with qualifications and experience and includes paid vacation, holidays, wellness days, and insurance stipend.

December, 2024