



## **Administrative Operations Manager**

### **Job Description**

The Administrative Operations Manager for the Ontario County Chamber of Commerce is responsible for administrative and operational support to the Chamber team and Chamber Committee Members. The position requires independent judgement skills and attention to detail, the ability to multi-task throughout various ongoing events and programs and provide exceptional office management to include business and financial record keeping and website management.

#### **General Responsibilities:**

Responsible for managing Chamber business and administrative duties:

- Provide administrative support to all Chamber events and programs to include timeline creation with deadlines. Events and programs include, but are not limited to, the Annual Dinner, Golf Tournament, ATHENA Leadership Awards, Monthly Mixers (morning and evening), Chamber University, Legislative Events, Leadership Ontario, and business ribbon cuttings.
- Order office supplies and manage office equipment.
- Maintain computer and manual filing systems.
- Responsible for coordinating event logistics including planning, execution, post-event follow-up, management of program budget, invoicing and payment processing, and financial tracking.
- Work with the Chamber team to identify and secure sponsorships for events and programs and ensure sponsorship deliverables; solicit donations for raffles and silent auctions.
- Manage event committees including coordination of scheduling, agendas, and meeting minutes.
- Work with the Chamber team to create the yearly event/program calendar and sponsorship guide.
- Recruit and coordinate volunteer involvement for events and programs.
- Maintain and update Chamber website as it relates to member programs and events.
- Assist Chamber members with Chamber conference room rentals.
- Work with the President & CEO on the Chamber's strategic plan to ensure support for members, sponsors, and the community.
- Ensure effective systems are implemented to track and scale progress, and regularly evaluate program metrics with the President & CEO.
- Assist the President & CEO with weekly accounts receivable and accounts payable systems
- Partner with the Chamber team to expand and diversify revenue streams and develop proposals for funding sources.



- Manage contracted services to ensure quality services are acquired at competitive rates (ex: ChamberMaster software, QuickBooks, office equipment)
- Assist with the creation and implementation of a volunteer program for the Visitors Center. Serve as the primary contact, manage volunteers, and assist in welcoming visitors.
- Serve as staff liaison for CMAC customer service responsibilities.

**Education and Experience:**

- Associate's degree or higher, or equivalent administrative office and operations experience.

**Skills Required:**

- Well-developed written and verbal communication skills
- Proficiency in Microsoft 365 (Outlook, Word, Excel) with the ability to learn new applications and software such as ChamberMaster, Canva, etc.
- Ability to manage concurrent tasks and details for events, set priorities, and shift accordingly
- Highly organized with attention to detail
- Demonstrated ability to work independently and be self-motivated
- Valid driver's license and reliable transportation

**Benefits:**

- 401k (match)
- Health and dental insurance offered
- Paid time off

**Schedule:**

- 37.5 hours per week
- Day shift
- Monday to Friday (with occasional evening or weekend events throughout the year)
- Occasional travel to include local meetings