



Office and Membership Engagement Specialist

Revised: November 2025

Job Type: Hourly (25-30 hrs/week)

Reports to: Executive Director

Role Description

The Office, Billing, and Membership Specialist plays a key role in ensuring the smooth operation of the Chamber office while managing billing, financial record-keeping, and member engagement programs. This position combines administrative support, financial accuracy, and customer service to maintain member satisfaction and organizational compliance.

Essential Functions:

Key Responsibilities

- Oversee daily operations of the Chamber office, ensuring efficiency and professionalism.
- Manage billing processes and maintain accurate financial records.
- Provide administrative support, including answering calls, organizing mail, and directing visitors.
- Perform general bookkeeping and assist with financial reporting.
- Maintain compliance with organizational policies and procedures.
- Deliver excellent customer service to members and the public.

Job Summary:

Duties / Responsibilities

Office Administration

- Manage front desk operations, including phone calls, emails, and visitor inquiries.
- Maintain office supplies inventory and coordinate vendor relationships.
- Organize and maintain front office brochures and ensure timely replenishment.
- Monitor and manage the general information email inbox.
- Welcome visitors and aid as needed.

Membership Management

- Maintain accurate Chamber member records, including onboarding/offboarding checklists and staff/email updates.
- Process membership dues, issue timely invoices, and follow up on outstanding payments.
- Recruit new members and assist with onboarding processes.
- Conduct member check-ins to maintain engagement and strengthen relationships throughout the year
- Foster strong member engagement through regular communication, personalized support, and involvement in Chamber activities.

Billing & Financial Management

- Prepare and issue invoices for membership dues, event registrations, sponsorships, and gift check programs.
- Process incoming payments and update accounting systems accurately.
- Track outstanding balances and follow up on overdue accounts.
- Resolve billing discrepancies and communicate with members regarding payment issues.
- Ensure billing practices comply with Chamber policies and financial standards.
- Generate monthly financial reports for leadership review.
- Assist with annual audits and maintain accurate financial records.
- Handle gift check sales, redemptions, and related accounting.
- Perform general bookkeeping as assigned.

Event & Program Support

- Assist in planning, organizing, and executing Chamber events and member programs.
- Coordinate with event logistics and provide on-site support as needed.
- Collaborate with Chamber committees on office policies, procedures, and membership benefits.
- Provide support for Chamber staff for special projects and initiatives.

Additional Duties

- Attend training and continuing education sessions as directed.
- Perform other duties as assigned to support the Chamber's mission.

Required Skills & Abilities

- Excellent time management skills with a proven ability to meet deadlines.
- Strong organizational skills and attention to detail.
- Proficient in Microsoft Office Suite or related software.
- Strong analytical and problem-solving abilities.
- Excellent verbal and written communication skills, including public speaking and presentations.
- Familiarity with office management procedures and basic bookkeeping practices.
- Ability to work independently and collaboratively in a team environment.
- Flexibility to travel as needed and work occasional weekends, early mornings, and late evenings.
- Ability to maintain and organize general information collected from the public via in-person interactions or phone inquiries.

Education & Experience

- Associate's degree in general accounting or equivalent experience.
- Three to five years of related experience; portfolio of relevant projects highly preferred.
- Knowledge of the local community, volunteerism, and participation in community functions preferred.