



JOB DESCRIPTION

Position: Communication & Events Coordinator

Hours: 20 hours per week, on average

OVERVIEW

The Hanover Chamber of Commerce strives to champion and promote a strong community, responsible growth and dynamic business through relevant programming, information sharing and network-building. The Communication & Events Coordinator will build and enhance the Chamber's brand through material creation, social media and website management, and event support. They will work alongside staff, directors and with member committees to ensure successful execution of the Chamber's projects.

EXPECTATIONS FOR ALL EMPLOYEES

Because the Hanover Chamber supports the greater community, it is essential that all employees have a desire to do community-building work and an appreciation for the range and diversity of people and partners encompassed within the Chamber's programs. All employees will embody and exhibit the following behaviors: excellence and competence, collaboration, innovation, accountability and commitment to our community.

EXPECTATIONS OF THE COMMUNICATIONS & EVENTS COORDINATOR

Communications Support

- Create and send organization emails – to include weekly e-news, regular event announcements, reminders to registrants prior to events
- Website content management – to include banners, themes and colors, content/text to ensure the brand and site remain relevant, correct and engaging
- Assist in posting/publishing all events to the Chamber's website
- Manage and publish the 'Community Calendar' page and monthly 'Community Bulletin' email
- Maintain and enhance the Chamber's social media platforms – to include posting, creative content, and strategy
- Creation of external and internal graphics and flyers
- Write occasional pieces for media use
- Assist in taking photos, possibly video, for marketing purposes
- Give guidance on opportunities for branding and new marketing efforts

- Work with other staff and any Communications/Marketing Committee members to coordinate meetings, materials and necessary support; Attend these meetings (4-6 annually)
- Follow, track and analyze data and performance – to include click and open rates, social followers, Google Analytics and SEO tactics

Event Support

- This position will assist with and attend a majority of Chamber events, to include 2-3 per month.
- Coordination with locations, hosts and caterers for events as assigned
- Coordinate with any speakers, sponsors and facilitators prior to events to include bios, expectations, requirements and time of presentation (when needed)
- Coordinate with locations on various event needs, seating, refreshments
- Assist with the setup and breakdown of assigned events or programs
- Draft speaking notes and event timelines as needed
- Assemble and prepare name tags

Additional Tasks

- Meet weekly with the Executive Director to discuss tasks and align work
- Attend regular monthly Board of Directors meetings (first Tuesdays from 8-9:30am)
- Monitor Chamber-given email address regularly and respond promptly to emails, calls or voicemail messages
- Support additional efforts of the Chamber as needed
- The Coordinator will also have the ability to attend any Hanover Chamber of Commerce and Chamber Foundation events during the duration of their employment, as possible.
- Always represent the Hanover Chamber in a professional and responsible manor – to include behaviors and work attire – upholding the reputation, vision, mission and values of our organization.

TRAINING & SKILLS

The employee will receive a laptop and proper training on all internal systems, databases or programs as needed for their position upon being hired. It is expected that the employee brings a basic working knowledge of 1) common Microsoft Office programs such as Word, Excel and PowerPoint 2) the Zoom meeting platform 3) shared file/drive applications 4) common social media platforms such as Facebook, LinkedIn, Instagram and YouTube 5) the ability to work on/navigate a laptop computer and 6) general typing skills.

Strong candidates will possess excellent communication skills, be detail-oriented, be able to work independently and demonstrate reliability, proven experience in providing excellent customer service, ability to demonstrate effective and efficient problem-solving skills, ability to work well with people at all levels inside and outside the company and demonstrates a positive attitude.

LOCATION AND TIME OF WORK

Following a training period, the employee will have the ability to work from both home (as needed) and our office. It will be required to work from the Chamber office at least 3 days per week; details to be negotiated. Suggested work hours are between 7:30am-5:30pm; exact work hours will be negotiated. This position should not require weekend time regularly but there will be a couple days per month that will extend outside of the stated regular work hours; this will be discussed during interviews.

COMPENSATION

1. Hourly wage range for the Communications & Events Coordinator is \$16+ per hour and will be negotiated based on experience.
2. This position will be a W-2 employee and paid through electronic transfer based on monthly intervals (the first of each month).
3. This position qualifies for mileage reimbursement, paid holidays and some personal days throughout the year according to the Chamber's employee calendar and policy. This will be discussed during interviews.

HOW TO APPLY

Please send a resume or CV and cover letter by email to the Chamber's Executive Director, Melissa Haley, at melissa@hanoverchamberva.com. Submission of a selection of at least 4 creative works is expected. This can include social posts, web pages, articles, flyers, advertisements, videos and/or other items. Optional – candidates may also submit an example of a "your Chamber office has moved" social post graphic and brief text for Facebook.

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