



## **Front Desk & Administrative Coordinator**

Are you a community-minded multitasker who's passionate about making every interaction meaningful and ensuring the heart of our operations runs seamlessly? The **\*\*Howell Area Chamber of Commerce\*\*** is looking for an enthusiastic Front Desk & Administrative Coordinator to join our mission-driven team! At the Chamber, we believe in building a vibrant local economy, strengthening relationships, and supporting our members with excellence and care. Every day, we live by our core values:

### **Our Core Values**

1. We're all in this together –our members, community and each other is at the heart of everything we do.
2. Creativity & Adaptability – We thrive on new ideas and remain nimble to meet ever-changing needs.
3. Authentically Curious – We're passionate about learning and understanding how we can better support our members and visitors.
4. Hustle Together– We work hard and have fun doing it, knowing teamwork and dedication drive our success.
5. Respectfully Honest – We communicate openly and respectfully, building trust with our members and each other.

### **Role Overview**

As the first point of contact for the Chamber, this role is essential to creating a welcoming experience for our members and community partners. Our ideal candidate brings a proactive attitude, a knack for organization, and a passion for community service. From managing the front desk to supporting the administrative flow of our events, you'll be a vital part of our mission to make Howell a great place to live, work, and grow.

### **Key Responsibilities**

#### **Front Desk & Building Support**

- Be the welcoming face of the Chamber by greeting and directing visitors to the Chamber, the HUB, and other building partners.
- Distribute incoming mail, accept packages, and manage building supplies for seamless operations.
- Answer and forward phone calls and emails, directing inquiries and providing helpful information with our values of curiosity and honesty in mind.
- Oversee the conference room calendar and update the phone message as needed, ensuring a smooth experience for everyone who interacts with the Chamber.

### **Administrative Support**

- Handle accounts receivable, assist with bank deposits, and manage communications related to building maintenance and tenant relationships.
- Support the Chamber team on various projects, thank-you mailings, and event needs, embodying our value of \*hustling together\* to get the job done.
- Process member invoices, building usage billing, and maintain accurate records in our Chamber Management (CM) system to keep operations organized and efficient. Monthly membership renewal billing and A/R outreach letters and direct past due phone calls.

### **Membership Engagement & Events**

- Welcome and onboard new members, assist with renewals, and ensure all inquiries are answered in a timely, respectful manner.
- Take charge of event applications, payments, and CM system updates for signature events like Balloonfest and Farmer's Market, maintaining detailed records for seamless execution.
- Attend event planning meetings, provide onsite support, and help coordinate prizes and sponsors, putting our values of creativity and teamwork into action.

### **Who You Are**

You're organized, friendly, and believe in the power of community. With a passion for supporting local businesses, you're a proactive problem solver who brings energy to

every interaction. Whether it's helping members, managing supplies, or coordinating event details, you hustle with a smile and a genuine interest in helping others.

### **Why You'll Love Working Here**

Joining the Howell Area Chamber of Commerce means being part of a team that values community, creativity, and honest connections. Here, you'll find a place to grow, make a difference, and contribute to a legacy that makes Howell and the greater Livingston County area a stronger community for all.

If you're ready to bring your skills and your heart to a role where you can see the impact of your work daily, we'd love to meet you!