

GREATER BOSTON CHAMBER OF COMMERCE

Title Program Manager
Reports to Director of Programs
Date July 2020

ABOUT THE CHAMBER

We are an independent, non-profit organization that is the convener, voice, and advocate of our region's business community. Join a diverse, collaborative, and energetic team who works hard and has fun while seeking to make meaningful impact.

SUMMARY

The Greater Boston Chamber of Commerce is seeking an enthusiastic, flexible, and highly detailed oriented multi-tasker to take on the role of program manager. Program Managers bring their own creative ideas to Chamber programs – both as part of the programs team and as the manager of their own portfolio of events. This individual's portfolio will include, but is not limited to, the Massachusetts Innovation and Technology Exchange (MITX) and Boston Interactive Media Association (BIMA) programming, the Chamber's technology and digital media-focused communities.

The ability to lead projects from concept to execution is critical, and while the Program Manager will have support from advisory board members and the team, they will be expected to develop forward thinking content and recruit speakers independently. The ideal candidate will have a strong interest in the technology industry and how it relates to customer facing business roles such as design, user experience, data, ecommerce, and marketing. The right candidate will have connections in the space and will be a natural born networker. Candidates must be comfortable in a fast-paced environment and be able to manage multiple projects on tight deadlines.

RESPONSIBILITIES

- Develop, plan, and execute own suite of Chamber events, including, but not limited to, the MITX and BIMA programming. Tasks vary from speaker and topic selection to content development to day-of set-up and implementation.
- Facilitate programs through several methods of delivery, including in-person, virtual, or a hybrid of both.
- Communicate with key stakeholders, such as sponsors, Chamber members, speakers, and others, with customer service in mind.
- Help develop department budget with a focus on assigned programmatic series. Adhere to budget goals within own assigned series and an eye toward the overall department budget.
- Coordinate registration as well as billing and reconciliation of payments, material purchases, or program charges, and process in accordance with established procedures with the Finance Department.
- Work closely with the communications and marketing teams on email marketing, monthly e-calendar production, and other marketing/social media efforts to advertise programs, highlight content, and drive attendance.

- Generate and analyze event reports. Draft communication such as memos, invitation letters, and member communication.
- Actively works to stay abreast of and understand local community news, business organizations and professionals, namely those in the technology sector, to recommend timely programs and speakers.
- Collaborate with other departments and colleagues with a focus on overall member engagement and revenue generation.
- Support other department and team led efforts and programs as needed.

REQUIREMENTS

- Bachelor's degree and 2-5 years of experience in event planning/management, customer service or equivalent
- Excellent verbal and written communication skills; strong interpersonal skills
- Ability to multi-task, prioritize, and complete projects on time and within budget
- Ability to act both independently and within a team environment
- Ability to work flexible work schedule with early mornings and late evenings
- Ability to move up to 40lbs; necessary accommodations can be made
- Customer service/public contact experience in a non-profit organization is preferred
- Comfortability with using virtual convening platforms, including, but not limited to, Zoom and Microsoft Teams
- Interest in learning about local business community and ability to interact with senior level executives is preferred
- Out of the box thinking and propensity towards continuous innovation

APPLY

Please contact Luz Arregoces at larregoces@bostonchamber.com and include a cover letter and résumé.