

GREATER BOSTON CHAMBER OF COMMERCE

Title Program Coordinator
Reports to Director of Programs
Date February 2020

ABOUT THE CHAMBER

We are an independent, non-profit organization that is the convener, voice and advocate of our region's business community. Meet and engage with a variety of business and community leaders from nearly every sector, industry, profession, and background across greater Boston to ensure that the Chamber continues to be reflective of our diverse and collaborative 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 coordinator. Program coordinators support and 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. Requirements include being a people person who is constantly curious to learn more and try new things. Workdays will be an ever-changing mix of providing logistical event support, assisting key stakeholders like sponsors, speakers, and members, driving and managing event registrations, and managing internal calendars and systems. Candidates must be comfortable in a fast-paced environment and be able to manage multiple projects on tight deadlines. Candidates should have an Bachelor's degree with transferrable skills, or 4-6 years of professional experience in event planning and/or customer service.

RESPONSIBILITIES

- Support Chamber event execution by working with event managers and meeting deadlines, including those in partnership with other organizations. Tasks are heavily deadline-dependent, and focus on event preparation, day-of set-up and implementation.
- Manage venue and vendor relationships with supervision, including contract negotiations, registration and payment processes, seating, and food/beverage selection.
- Coordinate registration as well as billing, material purchases, or program charges, and process in accordance with established procedures with the Finance Department.
- Update internal planning calendars and tracking documents for programs team. Generate event reports and analysis as needed.
- Maintain working knowledge of administrative systems, equipment, procedures and processes used by the Chamber, and make recommendations for improvement and modernization.
- Communicate appropriately and in a timely manner to members and key stakeholders, seeking feedback from supervisor when needed, and 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 when coordinating for overall department programs.

- Understand basic Chamber membership structure and organizational priorities.
- Collaborate with other departments and colleagues with a focus on overall member engagement and satisfaction.
- Support other department and team led efforts as needed.

REQUIREMENTS

- Bachelor's degree; Or, 4-6 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 is preferred
- Interest in learning about local business community and ability to interact with senior level executives and government officials a plus

APPLY

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