Job Description

Position: Marketing & Administrative Coordinator
Reporting To: President/CEO
Schedule: Full-Time, Exempt

About the Collierville Chamber of Commerce

The Collierville Chamber of Commerce is a member-driven organization of business and community leaders dedicated to building community through business. We focus on growing jobs, advocating for a business-friendly environment, and helping businesses thrive.

Position Summary

The Marketing & Administrative Coordinator serves as the first point of contact for the Collierville Chamber of Commerce while providing administrative and marketing support to the Chamber team.

This is an entry-level position ideal for someone who is friendly, organized, creative, and interested in building experience in marketing, communications, and community engagement. The position combines front-office responsibilities with hands-on marketing duties, including social media, email communications, basic graphic design, website updates, and event promotion.

The ideal candidate is dependable, professional, detail-oriented, comfortable working with the public, and eager to learn and grow as part of a collaborative team.

Key Responsibilities

Front Office & Administrative Support

- Serve as the first point of contact for Chamber members, visitors, and community partners.
- Greet visitors and provide a welcoming and professional experience at the Chamber office.
- Answer and direct incoming phone calls and respond to general inquiries.

- Monitor general Chamber email inquiries and route requests to the appropriate staff member.
- Receive and distribute mail and deliveries.
- Assist with basic office organization, filing, supplies, and administrative needs.
- Assist Chamber staff with preparing materials, mailings, correspondence, and other projects.
- Help maintain accurate member and contact information in the Chamber database.

Marketing & Social Media

- Create and schedule content for the Chamber's social media platforms.
- Create simple, professional graphics using Canva and established Chamber branding.
- Promote Chamber events, programs, members, and community initiatives through social media and digital communications.
- Take photos and short videos at ribbon cuttings, Chamber events, and programs for use on social media.
- Assist with developing fun and engaging content ideas that showcase the Chamber and its members.
- Help maintain a consistent and professional Chamber brand across communications.

Email, Website & Digital Communications

- Assist with creating and distributing Chamber email communications and newsletters.
- Collect and organize member submissions for Chamber newsletters.
- Make routine updates to the Chamber website, including events, announcements, and other content.
- Maintain the Chamber's online event calendar and help ensure information is accurate and current.
- Proofread emails, graphics, and other communications for spelling, dates, links, and accuracy.

Event & Member Support

- Assist staff with preparation for ribbon cuttings, luncheons, networking events, and other Chamber programs.
- Prepare name tags, signage, registration materials, graphics, and other event materials.
- Assist with registration and check-in at Chamber events as needed.
- Capture photos and social media content during events.
- Provide friendly and professional customer service to Chamber members and guests.
- Assist with post-event administrative and marketing needs.

General Team Support

- Work collaboratively with Chamber staff to complete projects and meet deadlines.
- Maintain a professional and positive presence when representing the Chamber.
- Be willing to assist wherever needed in a small, team-oriented office environment.
- Perform other duties as assigned to support the Chamber's mission and goals.

Qualifications & Skills

- High school diploma required; associate or bachelor's degree in Marketing, Communications, Public Relations, Business, or a related field preferred.
- No prior professional marketing experience required; internships, college experience, volunteer work, or other relevant experience is welcome.
- Strong written and verbal communication skills.
- Friendly, outgoing, and comfortable interacting with members and the public.
- Basic knowledge of social media platforms, particularly Facebook and Instagram.
- Experience with Canva or similar design tools preferred.
- Comfortable using or learning email marketing, website, and database platforms.
- Basic proficiency with Microsoft Office.
- Strong organizational skills and attention to detail.
- Ability to manage multiple tasks and meet deadlines.
- Dependable, punctual, and willing to take initiative.
- Willingness to learn, receive feedback, and develop new skills.
- Ability to occasionally work early mornings or evenings for Chamber events.

To apply: send resume and cover letter to shelby@colliervillechamber.com