
JOB DESCRIPTION

OPERATIONS SUPPORT

JOB TITLE: Operations Support

HOURS: 25-40 Hours Per Week, depending on applicant

LOCATION: San Luis Obispo Chamber Office, 895 Monterey Street, SLO

REPORTS TO: President/CEO

POSITION DESCRIPTION

Provides key administrative support to the Chamber by directly supporting the President/CEO, acting as a liaison to the Chamber Board and Executive Committee, overseeing facility and operational needs, ensure that the team has the basic tools with which to do their jobs and execute the mission of the Chamber.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Acts as staff liaison to Board of Directors and Executive committees. This includes:
 - Monthly agenda planning
 - Meeting setup and coordination
 - Recording and distributing meeting minutes
 - Maintaining the Board motions database
 - Maintaining the Board Master file; includes all meeting materials, financial statements
 - Support annual Board Retreat
 - Support Chamber committee selection process
- Oversee facilities and the organization's operational needs
 - Key contact for all service providers (facility related)
 - Support Chamber staff operations as delegated
 - Help train and onboard new employees on facility and technology needs
 - Order, maintain and organize office, kitchen and restroom supplies
 - Coordinate staff professional development opportunities
- Provide support to President/CEO with scheduling, office and programmatic needs
 - Duties to also include other basic office duties and responsibilities as assigned by the President/CEO

VITAL CONTRIBUTIONS/ EXPECTATIONS:

- Reinforces the Chamber's professional image and member-centered culture
- Key point of contact with the Board of Directors on all communications
- Works to ensure team productivity & success by being the key support on all operational related issues
- Develops familiarity with the Chamber membership and volunteers
- Provides efficient administrative support to President/CEO

DOES THIS DESCRIBE YOU?

- Jack of All Trades- comfortable with everything from the coffee maker to the copier; working in PowerPoint to working with the plumber; professional yet approachable; recognizes that every job is important and takes care in the smallest of details to ensure the whole is running smoothly; able to quickly shift gears to respond.
- Highly Organized- triple checks the lists and anticipates the needs; is able to balance many tasks at one time; always seeking to be more efficient and embraces technology to do so; has the discipline to work through regular interruptions; understands when to seek guidance on competing priorities.
- Positive Problem Solver – calm and unflappable especially in the face of resistance or setbacks; driven by goals and results; uses logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; pursues everything tenaciously.
- First One to Raise Your Hand in Class – naturally proactive; acting with urgency rather than waiting to be told what to do; working effectively with little direction; breaking the status quo by thinking in new ways; finding inspiration from different sources and trying new ideas.
- Welcoming – warm and welcoming to all; relates well to different kinds of people, up, down, and sideways, inside and outside the organization; builds appropriate rapport and constructive and effective relationships; a diplomatic, tactful and professional communicator.

REQUIRED SKILLS, EDUCATION AND CERTIFICATIONS:

- ✓ Proficiency with MS Office
- ✓ MS Office Calendar Program (Outlook)
- ✓ Relational database and Internet
- ✓ Highly organized and detail oriented
- ✓ Strong customer service understanding
- ✓ Excellent written and verbal communication skills
- ✓ Able to work independently

APPLICATION SUBMISSION

To apply, please email resume with cover letter to ceo@slochamber.org with the subject line:
Operations Support Job Opportunity

Email communication is the only form of correspondence for this position. Please, no phone calls or drop-ins.

The San Luis Obispo Chamber of Commerce is the oldest and largest voluntary organization in San Luis Obispo and Santa Barbara counties. As an independent nonprofit corporation (not affiliated with government or any other agency), the Chamber uniquely serves the needs of nearly 1,400 members.

We connect the business community with ideas, inspiration and each other, bringing people together to shape the place we love.