Yadkin Valley Chamber of Commerce

Operations Manager - Job Description

Position Summary

The Operations Manager is responsible for the day-to-day management of Chamber operations, membership services, marketing and communications, financial administration, event planning, and facility management. This role works closely with the Executive Director, Board of Directors, committees, volunteers, and community partners to ensure the successful execution of Chamber programs, events, and strategic initiatives.

Membership Services & Engagement

- Maintain accurate member records and business information across all Chamber platforms.
- Process and onboard new members, including database entry, website listings, welcome communications, and social media announcements.
- Support membership recruitment, engagement, and retention efforts.
- Coordinate ribbon cuttings, Business After Hours, Lunch & Learns, open houses, and member recognition programs.

Marketing, Communications & Community Relations

- Manage the Chamber's digital and print communications.
- Create and distribute weekly Chamber newsletters and member communications.
- Develop marketing campaigns, graphics, promotional materials, and content.
- Manage social media platforms and maintain Chamber and festival websites.
- Coordinate production of the annual Chamber magazine and membership directory.

Event & Festival Management

- Plan, coordinate, promote, and execute Chamber programs, festivals, and special events.
- Manage major annual events including the Wine Festival, Pumpkin Festival, Carnival, Christmas Parade, Annual Meeting, Awards Luncheon, and Chamber Cookout.
- Manage budgets, timelines, logistics, sponsorships, vendors, permits, and volunteer coordination.
- Monitor event performance and work to achieve attendance, sponsorship, revenue, and budget goals.

Financial & Administrative Management

- Manage bookkeeping and financial administration using QuickBooks.
- Process accounts payable, accounts receivable, payroll, and tax filings.
- Prepare monthly financial statements and reports.

- Maintain accurate organizational records, contracts, permits, and financial documentation.

Facility & Operations Management

- Manage facility reservations, room rentals, scheduling, and usage agreements for the Yadkin Valley Heritage Center.
- Coordinate meeting room setups and event logistics.
- Ensure facilities remain clean, organized, safe, and professional.

Office Administration

- Answer telephone calls, emails, and visitor inquiries.
- Maintain Board records, meeting minutes, and organizational files.
- Coordinate meeting scheduling and administrative support for Board and committee meetings.

Leadership & Organizational Support

- Support the Executive Director in implementing Chamber initiatives and strategic goals.
- Attend Board meetings as requested and provide operational updates.
- Perform other duties as assigned by the Executive Director.

Qualifications

- Associate's or Bachelor's degree preferred.
- Three or more years of experience in office administration, nonprofit management, event planning, accounting/bookkeeping, marketing, or chamber operations preferred.
- Experience with QuickBooks, Mailchimp, website administration, and social media management preferred.

Reporting Relationship

Reports directly to the Executive Director and works closely with the Board of Directors, committees, volunteers, members, sponsors, and community stakeholders.

How to Apply

Submit a resume, cover letter, and salary requirements to yvchambersearch@gmail.com.