



Job Description
Director of Communications & Operations
Full-Time Exempt

The Director of Communications and Operations reports to the Chief Executive Officer/President and has the overall responsibility for implementing the organization's operational processes and communication initiatives under the supervision of the CEO/President.

Additional duties may be assigned by the CEO/President.

Responsibilities of the Director of Communications and Operations include:

1. Customer Service

- Provide a professional, courteous, and knowledgeable image to the membership, the public, and staff.
- Assist Chamber staff in receiving and directing incoming messages, calls, and visitor traffic.
- Support the Chamber's overall mission and values.

2. Electronic Record-Keeping & Database Management

- Maintain electronic records for financial activities of all events (invoices, budgets, profit/loss reports, ROI reports, etc.).
- In conjunction with the Director of Membership and Sales, maintain membership information in the Chamber membership system and on the Chamber website.
- Generate all invoices for Chamber memberships, sponsorships, events, etc.
- Assist the Director of Membership & Sales with maintaining reports for current dues status, delinquent dues, invoices, and statements for membership and all related event income activities.

3. Communications

- Develop and maintain an annual event and communications plan with measurable goals for all Chamber programs, activities, and events.
- Maintain and grow all Chamber social media platforms, including Facebook and Instagram.
- Publish a weekly electronic newsletter.
- Responsible for the production of all Chamber graphics, including but not limited to event signage, posters, digital media, etc.
- Manage branding and marketing for Chamber events.
- Responsible for the annual publication of the Vacation, Relocation, and Retirement Magazine.
- In conjunction with the Director of Membership & Sales, coordinate and prepare membership & sponsorship literature.



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4. Event Management & Production

- Responsible for managing and overseeing all Chamber events; Annual Banquet, golf tournament, Red White & Blue Festival, Christmas festivities, networking events, etc.
- Responsible for special event logistics, including but not limited to fishing tournaments.

5. Community Relations

- Manage and oversee the Chamber Ambassador program.
- Manage and oversee the Chamber Volunteer program.
- In conjunction with the CEO/President, manage and oversee the Leadership Mountain Home program.

6. Non-Essential Responsibilities

- Inventory control and mail processing
- Assists in ordering office supplies, equipment, and other purchases as needed.
- Organize bulk mailings

Desired Qualifications of the Director of Communications and Operations include:

- Strong interpersonal, verbal, and written communication skills.
- Ability to work independently and within a group setting.
- Ability to coordinate multiple projects under tight deadlines.
- Proficiency in utilizing the internet, Microsoft Office, Google Workspace, and social media in a professional environment.
- Minimum of three years of related experience and/or training.
- Associate's Degree preferably in Journalism/Mass Communications, Public Relations, Business, or a related field. (Prior work experience may be considered).
- Experience with Constant Contact, Adobe, Canva, and ChamberHive is a plus.
- Professional certifications and/or willingness to obtain are a plus.