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Eaton Rapids Area Chamber of Commerce Chamber Member Coordinator

Position Overview:

The Chamber Member Coordinator serves as a primary point of connection between the Eaton Rapids Area Chamber of Commerce and its members. This position focuses on building relationships, maintaining consistent communication, promoting member businesses, and supporting the Chamber Board in planning and preparing for Chamber events.

This is a part-time, flexible position designed to provide meaningful support to the Chamber while maintaining realistic expectations for the annual compensation. The Member Coordinator will primarily work remotely, with flexibility to schedule member visits, meetings, and event-related responsibilities as needed.

Position Details:

Position Title: Chamber Member Coordinator

Annual Compensation: \$15,000

Schedule: Flexible, part-time

Work Location: Primarily remote / work from home

Reports to: Chamber Board of Member Coordinators

Primary Responsibilities

1. Membership Communication & Connection — Primary Focus

The Chamber Member Coordinator will help members feel informed, connected, and engaged with the Chamber.

- Serve as a primary contact for Chamber members and respond to general questions or direct inquiries to the appropriate board member.
- Conduct monthly member check-ins through a flexible combination of scheduled meetings, emails, phone calls, or in-person drop-ins.
- Build and maintain positive relationships with Chamber members.
- Share relevant Chamber updates, opportunities, events, and resources with members.
- Welcome new members and help them understand available membership benefits and opportunities to participate.
- Encourage member involvement, networking, and connection with other local businesses.
- Gather member feedback, questions, and ideas and communicate relevant themes to the Board.
- Help maintain accurate member contact information and communication records.

Expectation: Monthly check-ins should be manageable and relationship-focused. They do not need to be formal meetings with every member. The Member Coordinator may

use a combination of communication methods and prioritize meaningful, consistent contact within the agreed-upon workload.

2. Newsletter & Promotional Materials

The Member Coordinator will coordinate communication and promotional materials that highlight Chamber members and Chamber activities.

- Manage the Chamber newsletter, including gathering information, preparing content, and coordinating distribution.
- Share member announcements, promotions, business updates, ribbon cuttings, and community happenings.
- Create or coordinate promotional materials for Chamber events and member activities.
- Promote Chamber events through appropriate communication channels, including email and social media.
- Collect promotional information from members and help provide opportunities for member visibility.
- Maintain a reasonable and consistent communication schedule in coordination with the Board.

Expectation: Promotional content should be planned and organized whenever possible. The Member Coordinator is not expected to provide unlimited custom marketing, graphic design, or promotional services to individual members.

3. Chamber Event Planning & Support

The Member Coordinator will assist the Chamber Board with planning and preparing for Chamber events.

- Work with assigned event leads and board members to support event planning.
- Help maintain event timelines, planning documents, and task lists.
- Assist with event promotion, registration communication, and participant information.
- Coordinate with event leads regarding supplies, materials, vendors, and other preparation needs.
- Help confirm that agreed-upon event responsibilities are assigned and completed.
- Attend or assist at selected Chamber events as agreed upon in advance.
- Provide follow-up communication, thank-you messages, or feedback collection when appropriate.

Expectation: The Member Coordinator supports the Board and event leads but is not solely responsible for planning, organizing, staffing, or executing every Chamber event. Board members and volunteers remain responsible for shared event preparation and on-site support.

4. Board Communication & Administrative Support

- Attend every board meeting on the third Thursday at 7:30am.
- Maintain regular communication with the Board regarding membership engagement, promotional activities, and assigned projects.
- Provide brief updates on completed work, upcoming priorities, and areas needing board assistance.
- Participate in scheduled board meetings or check-ins as mutually agreed upon.
- Help maintain shared calendars, membership communication records, and event planning materials.
- Bring forward member feedback, concerns, and opportunities for discussion.

Work Schedule & Flexibility

The Chamber Member Coordinator will have a flexible work-from-home schedule, allowing responsibilities to be completed at times that work for both the Member Coordinator and the Chamber.

- Work hours may vary based on the time of year and Chamber activities.
- In-person meetings, member visits, and event attendance will be scheduled in advance whenever possible.
- The Member Coordinator and Board will establish reasonable expectations for availability and communication.
- Evening and weekend responsibilities should be limited to agreed-upon Chamber events or activities.
- Additional responsibilities or significant increases in workload should be discussed with the Board before being added to the position.

The position is intended to be part-time and sustainable, not an expectation of full-time availability.

Compensation & Workload Expectations

The annual compensation for this position is \$15,000.

To support a reasonable and sustainable workload:

- Responsibilities should remain focused on membership connection, communication, promotion, and event support.
- The Member Coordinator and Board should agree on a realistic weekly workload and priority list.
- The position should not be treated as an always-available, on-call role.

- Large projects, additional events, or expanded responsibilities should be reviewed with the Board to determine whether they fit within the position's compensation and available time.
- The Board will help establish priorities when competing deadlines or responsibilities arise.
- The Member Coordinator is not expected to personally take on every task that needs to be completed.

Recommended Workload Guideline

For planning purposes, the Board may establish an initial target of approximately 10–12 hours per week on average, with flexibility for busier event periods and lighter weeks. This is a proposed planning guideline—not a requirement for unpaid overtime or unlimited availability. The actual workload should be reviewed regularly and adjusted to fit the position's responsibilities and compensation.

Shared Responsibilities

The Chamber Member Coordinator works in partnership with the Board of Member Coordinators.

Chamber Member Coordinator	Board of Member Coordinators
Maintains regular member communication	Supports member relationships and outreach
Coordinates newsletter and promotional materials	Provides timely information, approvals, and content
Assists with event planning and preparation	Assigns event leads and shares event responsibilities
Tracks agreed-upon tasks and timelines	Helps prioritize projects and resolve workload concerns
Shares member feedback and opportunities	Makes board-level decisions and provides direction

The Member Coordinator is not expected to independently make Board decisions, manage all Chamber operations, or carry the full responsibility for every Chamber event.

Qualifications & Skills

- Strong communication and interpersonal skills.
- Friendly, approachable, and comfortable connecting with local business owners and community partners.

- Organized and able to manage multiple projects within agreed-upon timelines.
- Comfortable using email, shared documents, calendars, and basic digital communication tools.
- Ability to prepare clear written content for newsletters, promotional materials, and member updates.
- Comfortable working independently while maintaining communication with a volunteer Board.
- Interest in supporting local businesses and strengthening the Eaton Rapids community.

Chamber, nonprofit, communications, event planning, or customer service experience is helpful but not required.

Measures of Success

Success in this position will be evaluated through reasonable, relationship-centered goals, including:

- Consistent monthly member outreach and communication.
- Timely and reliable newsletter distribution.
- Regular promotion of member businesses and Chamber events.
- Positive member engagement and feedback.
- Organized support for assigned Chamber events.
- Clear communication and collaboration with the Board.
- A sustainable workload that can be maintained throughout the year.

Review & Position Development

The Board and Chamber Member Coordinator should review the position periodically to discuss workload, priorities, member needs, and compensation.

Any significant expansion of responsibilities should be discussed and mutually agreed upon before implementation.