

GREATER BOSTON CHAMBER OF COMMERCE

TITLE Program Manager
REPORTS TO Vice President, Programs
DATE September 2018

SUMMARY

The Greater Boston Chamber of Commerce is seeking a creative, enthusiastic, highly detail oriented multi-tasker to take on the role of program manager. Program Managers bring their own creative ideas to Chamber programs – both as part of the programs team and as the manager of their own portfolio of events. Requirements include being a people person who is constantly curious to learn more and try new things. Workdays will be an ever-changing mix of working with key stakeholders like sponsors, speakers, and members, driving and managing event registrations, developing content, and providing support activities. Candidates should have 3-7 years of professional experience in event planning and/or customer service.

RESPONIBILITIES:

- Develop, plan, and execute Chamber events, including those in partnership with other organizations. Tasks vary from speaker and topic selection to content development to day-of set-up and implementation.
- Manage venue and vendor relationships independently, including contract negotiations, registration and payment processes, seating, and food/beverage selection.
- Manage and communicate with key stakeholders, such as sponsors, Chamber members, speakers, and others, with customer service in mind.
- Work closely with the communications and marketing department on efforts to advertise programs, highlight content, and drive attendance.
- Maintain internal planning calendars for programs team and Chamber. Generate event reports and analysis as needed.
- Draft communication such as memos, invitation letters, and member communication, among other materials.
- Coordinate registration, material purchases, or program charges, and process in accordance with established procedures with the Finance Department.
- Help develop department budget with a focus on assigned programmatic series. Adhere to budget goals within own assigned series and an eye toward the overall department budget.
- Work closely and actively participate with any assigned committees/advisory boards. Schedule meetings and coordinate logistics, prepare timely meeting notes, and coordinate follow up.
- Maintain working knowledge of administrative systems, equipment, procedures and processes used by the Chamber, make recommendations for improvement.
- Maintain knowledge of current local community news, organizations and professionals to recommend timely programs and speakers.
- Collaborate with other departments and colleagues with a focus on overall member engagement and revenue generation.
- Support other department and team led efforts and programs as needed.

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REQUIREMENTS:

- Bachelor's degree or equivalent experience. 3-7 years of experience in event planning/management, customer service or equivalent
- Excellent verbal and written communication skills; strong interpersonal skills
- Ability to multi-task, prioritize, and complete projects on time and within budget, while working on long-term initiatives and strategies
- Ability to act both independently and within a team environment
- Ability to work flexible work schedule with early mornings and late evenings
- Ability to move up to 40lbs; necessary accommodations can be made
- Customer service/public contact experience in a non-profit organization is preferred
- Knowledge of local business community and ability to interact with senior level executives and government officials a plus

NEXT STEPS:

Qualified candidates should submit a resumé and cover letter to Johanna Storella via JStorella@BostonChamber.com.