Operations Coordinator

Status	Part-Time, approximately 20-24 hours/week
Reports to	President & CEO
Location	Chico, California
Classification / Compensation	Part-Time Hourly, $24-$26/hr.

Position Summary

The Operations Coordinator provides consistent ownership of the Chamber's core administrative and operational processes so work moves forward reliably, accurately and on time. The role strengthens organizational capacity by managing recurring systems, coordinating follow-through, maintaining accurate records, and supporting Board, membership and executive operations.

A central objective is to reduce the President & CEO's involvement in routine administrative execution so CEO capacity can be intentionally directed toward meaningful face-to-face member engagement, business development, membership retention, advocacy, strategic partnerships, sponsorship development, Board leadership and organizational strategy.

Membership & GrowthZone Administration

- Maintain accurate member, organization, and contact information in GrowthZone.
- Support routine membership administration, information requests, and record updates.
- Prepare recurring membership, renewal, aging/open-invoice, and event-registration information for CEO review.
- Support new-member administrative onboarding and benefit fulfillment.
- Track routine membership follow-up and escalate significant retention risks, member concerns, or relationship opportunities.
- Maintain appropriate member communication/activity records and help keep GrowthZone reliable as the Chamber system of record.

Executive & Calendar Coordination

- Coordinate multi-person scheduling using appropriate scheduling tools and processes.
- Manage routine confirmations, reminders, locations, RSVP tracking, and participant follow-up.
- Maintain outstanding-item and follow-up tracking for the CEO.
- Monitor deadlines and proactively identify items requiring follow-up.
- Help protect designated CEO member-engagement and strategic-work blocks from routine operational demands.
- Resolve routine administrative matters and escalate issues requiring CEO authority, judgment, relationship involvement, or organizational risk ownership.

Board & Committee Administration

- Coordinate routine Board and committee administration and logistics.
- Gather materials and reports according to established submission deadlines.
- Compile, organize, and distribute Board and committee packets.
- Prepare initial drafts of routine meeting minutes and action-item lists.
- Maintain Board/committee records and track follow-up items and deadlines.
- Communicate routine reminders and requests for outstanding information.

Chamber Operations & Follow-Through

- Maintain recurring administrative calendars, checklists, workflows, electronic files, and records.
- Coordinate routine reimbursement documentation and follow-up.
- Monitor recurring-process deadlines and initiate appropriate follow-up.
- Maintain and improve standard operating procedures for assigned responsibilities.
- Prepare routine operational reports and concise summaries for CEO review.
- Distinguish matters that can be resolved administratively from those requiring CEO approval, and track completion after decisions are made.

Event Administration & Coordination

- Maintain appropriate GrowthZone event and registration information.
- Support routine event administrative recordkeeping and internal follow-through.
- Provide accurate administrative information/documentation needed by the Chamber's event producer.
- Escalate administrative issues requiring CEO involvement.
- Event planning and execution remain within the event producer's established scope.

Marketing Coordination

- Provide accurate member, program, event, and organizational information needed for approved communications.
- Coordinate routine information flow and administrative follow-through with the marketing agency.
- Maintain relevant source information and member records.
- eNewsletter and social media support remain within the marketing agency's established scope.

Qualifications

Required

- Demonstrated ability to manage multiple priorities, deadlines, and recurring responsibilities with strong organization and consistent follow-through.
- Prior experience in administrative coordination, office operations, executive support, membership/customer service, or a comparable role.
- Strong written and verbal communication skills with the ability to interact professionally with members, Board members, community partners, vendors, and other stakeholders.
- Ability to work independently, anticipate next steps, follow up on outstanding items, and bring issues forward when a decision or escalation is required.
- Strong attention to detail and ability to maintain accurate records, documentation, and deadlines.
- Comfort using Microsoft 365 applications, including Outlook, Word, and Excel, and ability to learn CRM/database and Chamber-specific systems such as GrowthZone.
- Ability to handle confidential or sensitive member, Board, financial, personnel, and organizational information with discretion.
- Ability to develop, follow, and maintain repeatable processes, checklists, and standard operating procedures.
- Strong service orientation and a professional, responsive, solutions-focused approach.
- High school diploma or equivalent.

Preferred

- Two or more years of related administration, operations, executive support, membership services, customer service, or comparable experience.
- Experience with a nonprofit, membership association, Chamber of Commerce, small business, or community-facing organization.
- Experience supporting executive leadership, a Board of Directors, or committees.
- Experience using a CRM, membership database, or similar record-management system.
- Familiarity with routine accounts receivable, invoicing, reimbursement, or financial-administration processes.
- Experience developing or maintaining standard operating procedures.
- Associate or bachelor's degree, or an equivalent combination of education and relevant professional experience.

Desired Attributes

Proactive, dependable, organized, solutions-oriented, appropriately assertive, service-minded, systems-minded, discreet, and adaptable.

Decision & Escalation Expectations

The Operations Coordinator independently handles routine administrative matters within established processes and brings an issue to the President & CEO when it requires executive authority or approval, strategic judgment, a sensitive relationship, a material financial/personnel decision outside established procedures, legal/reputational/political/organizational risk, or a significant exception to an established process.

Schedule

Part-time, approximately 20-24 hours per week. A schedule distributed across four or five workdays is recommended where feasible to support continuity and follow-through. Some flexibility may be needed to support Board meetings and Chamber operations. Final work schedule, classification, compensation, and any benefits eligibility are to be determined by the Chamber.