



<b>Job Title:</b>	Operations Coordinator	<b>Position Type:</b>	Non-Exempt / Full-Time
<b>Department:</b>	Operations	<b>Reports to:</b>	Operations Manager

### Position Summary

The Operations Coordinator plays a vital role in ensuring a seamless and welcoming experience for visitors, members, and internal teams. As the first point of contact at the Chamber, this role balances front desk responsibilities with administrative and operational support to help drive daily office functions and enhance organizational excellence.

### About the Austin Chamber

The Austin Chamber helps Austin businesses succeed. In partnership with our members, we provide leadership that strengthens our economy, convenes our community, and promotes collaboration so people can live, work, and thrive in Austin.

Our mission is to provide leadership that facilitates the creation of a prosperous regional economy and results in effective advocacy for our members. We work every day toward our vision: for Austin to have the country's most prosperous business community.

Through events, programs, strategic partnerships, and public policy efforts, the Chamber plays a central role in shaping a stronger, more inclusive future for Central Texas.

### Essential Duties and Responsibilities

- Serve as the primary point of contact for visitors and incoming phone inquiries, delivering excellent customer service and accurate information about the Greater Austin area and Chamber services.
- Manage front desk operations to maintain consistent coverage and prompt responses during business hours of Monday through Friday, 9:00am – 5:00pm.
- Process incoming and outgoing mail and oversee mailroom operations including postage accounts and vendor coordination.
- Manage the sales and documentation for Certificates of Origin.
- Collaborate with the Operations Manager on office supply procurement, inventory tracking, and expense monitoring to maintain an organized, fully stocked, and efficient work environment.
- Conduct weekly office walkthroughs to ensure cleanliness, organization, and stock levels in all areas, including storage rooms.
- Coordinate logistics for internal and external meetings and events, including room reservations, AV setup, catering, and materials preparation. Provide on-site IT and audiovisual support during meetings.
- Facilitate internal communications by distributing announcements, meeting agendas, and updates to staff and office tenants.
- Serve as liaison for day-to-day communication between Chamber staff and office tenants, ensuring timely sharing of building updates, maintenance notices, and operational information.
- Manage kitchen and office supply budgets for the Operations team, including tracking expenditures, reconciling invoices, and identifying cost-saving opportunities.

- Maintain an up-to-date Chamber vendor database and assist with vendor relationship management.
- Support office tenant relations in collaboration with the Operations Manager, responding to requests promptly and maintaining effective communication.
- Assist with various administrative tasks and special projects as needed across departments
- Create internal communications content for staff and office tenants, including newsletters, digital screens or email announcements, to promote engagement and awareness of organizational initiatives.

## **QUALIFICATIONS AND EDUCATION REQUIREMENTS**

- High school diploma required; 3–5 years of in-person customer-facing administrative experience preferred. Additional certifications or education in administration or clerical work are a plus.
- Exceptional interpersonal, verbal, and written communication skills with a mature, enthusiastic, and resourceful approach to customer service; able to engage warmly and professionally with the public while maintaining composure in high-pressure situations.
- Strong organizational and problem-solving abilities, including multitasking, time management, prioritization, and analysis to identify issues, determine root causes, and implement practical solutions in a fast-paced environment.
- Effective collaborator across departments to support office functions and daily operations; able to work independently with minimal supervision.
- Proficient in Microsoft Office Suite, Zoom, and multi-line phone systems; familiarity with the Austin community is advantageous.
- Reliable, punctual, and physically able to lift up to 25 lbs. regularly; maintains consistent attendance during scheduled lobby hours.
- Performs additional duties as assigned to support operational goals.

## **TRAITS FOR SUCCESS**

- Demonstrated interest in working with chambers of commerce and business leaders, with a strong desire to contribute to a dynamic, fast-paced team environment.
- Collaborative team player who also works well independently; shows initiative, sound judgment, and a willingness to take direction.
- Energetic, highly motivated self-starter with a professional, positive, and “can-do” attitude.
- Open to learning new skills and adapting to evolving responsibilities.
- Strong organizational and time-management skills, with the ability to manage multiple projects and meet deadlines.
- Excellent communication and interpersonal skills, with the ability to articulate ideas clearly and work effectively with diverse teams.
- Comfortable using basic technology and office systems, or a quick learner who can pick up new tools easily.
- Personable and service-oriented, with experience in in-person customer service and regular interaction with members and guests.
- Familiarity with Austin and its business community is a plus.



### **WORK ENVIRONMENT & PHYSICAL REQUIREMENTS**

This position operates in a professional office environment and routinely uses standard office equipment such as computers, phones, and printers. The role requires the ability to remain in a stationary position for extended periods and to communicate effectively in person, over the phone, and via electronic communications. The position involves frequent interaction with internal staff, Chamber members, partners, and the public.

While the role is primarily sedentary, it may occasionally require early arrival or extended hours if external meetings are scheduled in the office outside of regular business hours. The ability to lift up to 20 pounds occasionally is necessary.

### **COMPENSATION & BENEFITS**

Hourly pay range of \$24.00–\$29 per hour, based on experience. This position is full-time and includes a competitive comprehensive healthcare plan and contributions toward a retirement fund. All candidates must pass a background check.

### **ADDITIONAL NOTES**

The Greater Austin Chamber of Commerce is an equal opportunity employer. We do not tolerate discrimination or harassment of any kind and consider all qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, age, national origin, disability, or veteran status. We believe our strength as a business community lies in our diversity. That's why we're committed to fostering an inclusive environment where all individuals, regardless of background, feel respected, valued, and empowered to succeed.

This position is based in Austin, TX. This individual will work in-office 5 days/week. Employment with the Austin Chamber is at-will, meaning that either the employee or the Chamber may terminate the employment relationship at any time, with or without cause or notice.

Last Updated By: Emily Alley

Date: 1/16/26