



*The Indy Chamber's mission is to drive economic growth in Central Indiana by bringing job and investment opportunities to the region, advocating for a pro-growth business climate, and connecting businesses to resources and each other.*

Indy Chamber	Job Expectations	
<b>Title</b>	Operations Coordinator	<b>Non-Exempt</b>
<b>Reports to</b>	Chief Operating Officer	<b>Date last revised: 4/14/2021</b>
<b>Summary</b>	<p>The Indy Chamber Operations Coordinator manages day-to-day activities that advance the Chamber's strategic, operational, and human capital goals. Assists the Chief Operating Officer and Chief Executive Officer in ensuring strategic implementation and assists the leadership team in managing and developing projects, board and stakeholder agendas and deliverables, and coordinating with human resources and benefits providers. Provides management and operational control on a variety of projects aimed at strengthening the Indy Chamber's organizational and strategic development. This entry-level position is a highly visible representative of the Chamber and must always display an exemplary manner of judgement and professionalism.</p>	
<b>Evaluation of performance</b>	<p>Performance will be evaluated based on meeting the requirements of the job description; meeting specific goals and performance metrics for the position; working according to all policies and standards set by the Chamber; and consistently demonstrating established Chamber values.</p>	
<b>Performance metrics</b>	<p>Performance metrics for this position will be established annually based on accomplishing key deliverables related to the job description and developed with the employee.</p>	
<b>Key outcomes expected</b>	<ul style="list-style-type: none"> <li>• Assists the Chief Operating Officer in wide array of organizational operations involving human resources coordination, strategic planning and implementation, performance management systems, and managing internal special projects.</li> <li>• Serves as key organizational resource to the Indy Chamber leadership team in developing meeting agendas, following up on action items, tracking, developing reports and presentations as well as resolving and escalating challenging issues.</li> <li>• Coordinates between Indy Chamber employees and human resources and employee benefits providers.</li> <li>• Manages project tasks to ensure project delivery and quality within allocated budgets and timelines.</li> </ul>	



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	<ul style="list-style-type: none"> <li>• Evaluates current operational performance and provides strategic plan for improvements. Assists leaders within the organization in coordinating delivery of strategic initiatives and the work efforts of strategic implementation teams.</li> <li>• Maintains clear and accurate procedures for business operations.</li> <li>• Responsible for coordinating new hire onboarding and benefit enrollment.</li> <li>• Assists in the management of budgets and financial reports.</li> <li>• Planning and organizing staff engagement opportunities, employee onboarding, and staff training.</li> </ul>
<p><b>Critical skills, knowledge, and behaviors</b></p>	<ul style="list-style-type: none"> <li>• Excellent organizational and communications skills.</li> <li>• Excellent time management skills.</li> <li>• Self-starter with strong problem-solving skills.</li> <li>• Demonstrates effective verbal, written, and e-mail communication skills.</li> <li>• Demonstrates effective interpersonal skills; must be able to effectively communicate with a variety of individuals with diverse backgrounds, education, economic levels, and roles within an organization.</li> <li>• Demonstrates strong presentation skills. Can facilitate both large and small group presentations.</li> <li>• Demonstrates effective conflict management skills.</li> <li>• Able to negotiate with and influence others.</li> <li>• Demonstrates customer service orientation with both internal and external customers.</li> <li>• Able to think logically and analytically.</li> <li>• Proactive in anticipating and alerting others to problems with projects or processes.</li> <li>• High detail orientation and accuracy.</li> <li>• Takes initiative and needs little supervision.</li> <li>• Able to prioritize, organize tasks and time, and follow up.</li> <li>• Performs responsibilities efficiently and timely.</li> <li>• Able to juggle multiple requests and meet multiple deadlines.</li> <li>• Works well in a team environment and as part of a team.</li> <li>• Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail).</li> <li>• Demonstrates proficiency in basic mathematics.</li> <li>• Demonstrated familiarity with the Greater Indianapolis area, significant companies,</li> </ul>



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	and individuals of influence and leadership.
<b>Experience, education, degrees, licenses</b>	High School Diploma/GED required. Bachelor’s degree preferred.
<b>Physical demands</b>	Examples: Must be able to work proficiently with computers and other office equipment. Travel approximately 50% to member locations, Statehouse, City offices, Chamber sponsored events and meetings.
<b>Work environment</b>	Examples: Work is performed in an office environment. Daily work is generally performed in an office environment either at the Chamber or at a member location. Work is often conducted before, during, and after traditional business hours (i.e. 8-5). Events are generally held at either a public location, e.g. Convention Center, Union Station, Indiana Roof, etc., or a member’s facilities; these events may be before, during, and after traditional business hours (i.e. 8-5).