

**Job Title:**

Communications and Office Coordinator

Job Type:

Full-Time, Exempt (Salaried)

Reports to:

Chief Operating Officer

Summary

The Communications and Office Coordinator is responsible for content development and engagement across social media, email marketing and the organization's website, and for maintaining the Chamber's brand identity and voice across all external communications. This position also provides office administration support and works collaboratively with Chamber leadership and staff to support the organization's communications, member engagement, and events.

The ideal candidate is highly organized, detail-oriented, adaptable, and customer-focused, with strong written and verbal communication skills. Success in this role requires the ability to manage multiple priorities, build positive relationships with members and community stakeholders, and maintain a high level of professionalism in a fast-paced environment.

Communications**Digital Content & Social Media**

- Develop, schedule, and manage content across the Chamber's social media platforms to increase engagement, promote Chamber initiatives and events, and highlight member and community success stories.
- Create engaging written, graphic, photo, and short-form video content highlighting Chamber programs, economic development initiatives, workforce development efforts, member achievements, ribbon cuttings, and community events, while maintaining Chamber brand standards.
- Design, develop, and distribute e-newsletters and email communications for members, investors, prospects, and community stakeholders.
- Maintain and update the Chamber website to keep information relevant and current, including calendar events, member resources, business directory updates, news releases, and organizational announcements.
- Monitor social media, website, and email marketing performance metrics and develop recommendations to improve engagement, reach, and communications effectiveness.

Communications Strategy & Member Engagement

- Collaborate with the Chief Operating Officer and Vice President of Marketing & Events on the development and implementation of communications and marketing strategies.
- Evaluate the effectiveness of communications efforts and make recommendations to leadership on strategy, platforms, and messaging approaches.
- Develop, distribute, and analyze post-event surveys and provide recommendations to improve future programs, events, and member experiences.

Office Administration

- Serve as a welcoming point of contact for Chamber members, stakeholders, and all visitors to the Chamber offices, ensuring all guests, callers, and inquiries receive exceptional customer service.
- Oversee and ensure the reception area is attended during business hours, including greeting visitors, answering phones, directing inquiries, and providing general assistance.
- Coordinate on-site event and meeting logistics, including room scheduling, catering, room setup, audiovisual technology, refreshments, and post-event cleanup.
- Process incoming and outgoing mail.
- Maintain inventory of office, janitorial, and kitchen supplies and coordinate purchasing as needed.
- Coordinate facility maintenance and repair needs, including obtaining vendor quotes, recommending service providers, and managing vendor relationships.
- Coordinate maintenance and service requests for office equipment, including printers, copiers, and related technology.
- Help maintain the integrity and accuracy of the Chamber's membership database through regular updates and member outreach.
- Coordinate setup, organization, and upkeep of public meeting spaces and common areas to ensure a professional appearance at all times.

Other Areas of Responsibility

- Coordinate administrative and project support for the Economic Development and Workforce Development teams, including correspondence, research, data entry, database management, presentation preparation, proposal development, and related tasks.
- Coordinate logistics for economic development, workforce development, existing industry, prospects, and community meetings, including invitations, RSVPs, itineraries, meeting setup, and event support.
- Prepare client proposals, PowerPoint presentations, marketing materials, community information packages, and other project-related documents.
- Contribute to Chamber events, programs, and initiatives as assigned.
- Perform other duties as assigned to support the mission and goals of the organization.

Required Knowledge, Skills & Abilities

- Proficiency in Microsoft Office Suite and the ability to quickly learn new software and web-based systems.
- Familiarity with communications and marketing platforms such as Adobe Creative Suite, Microsoft Office 365 Suite, Constant Contact Email Service, CMS platforms (WordPress, Expression Engine, etc.), Google Analytics, Social Media Management Platforms, Survey Platforms (SurveyMonkey, etc.), Form Builders (Jotform, etc.) or similar software.
- Excellent organizational, time management, and prioritization skills with the ability to manage multiple projects and deadlines in a fast-paced environment.
- Strong understanding of social media platforms, content creation, and emerging digital communication trends.
- Exceptional written and verbal communication skills with a strong eye for proofreading, storytelling, and attention to detail.
- Ability to work independently, exercise sound judgment, and identify opportunities for process improvement.
- Exceptional interpersonal and customer service skills with the ability to build positive relationships with Chamber members, board directors, community partners, visitors, and staff.
- Ability to handle confidential information with discretion and professionalism.
- Ability to adapt to changing priorities and respond effectively to competing demands.
- Ability to lift and carry up to 30 pounds.
- Ability to professionally represent the Chamber and cultivate positive relationships with members, elected officials, community leaders, investors, and other stakeholders.

Qualifications

- Bachelor's degree in Communications, Marketing, Public Relations, Digital Media, Business Administration, or a related field preferred.
- One to three years of proven experience in communications, marketing, public relations, digital media marketing, office administration, nonprofit management, community engagement, or a related field.
- Experience creating content for social media platforms and managing digital communications.

Who You Are

You're enthusiastic, creative, and passionate about connecting people and strengthening the local business community. You understand the importance of communication, customer service, and relationship-building in supporting Chamber members and community stakeholders.

You are organized, detail-oriented, and adaptable, with the ability to balance multiple priorities while maintaining a positive attitude. You enjoy working as part of a collaborative team, taking ownership of the Chamber's day-to-day communications, and creating engaging experiences through both digital content and in-person interactions. This position requires a professional appearance, discernment, positive attitude, and commitment to providing exceptional customer service.

Why You'll Love Working Here

Joining the Greater Jackson Chamber means becoming part of a team that values community, creativity, collaboration, and meaningful relationships. You'll have the opportunity to make a lasting impact on the region while supporting local businesses, economic growth, and community development.

Recognized as a Best Place to Work for two consecutive years, the Greater Jackson Chamber prides itself on a positive workplace culture, strong team environment, professional growth opportunities, and a shared commitment to making West Tennessee stronger.

How to Apply

To apply, email your cover letter, resume, and work samples or portfolio to Mandy White at mwhite@jacksontn.com by July 10, 2026. Samples can include social media accounts managed, newsletters designed, graphics created, or any other relevant communications work. Questions are welcome at the same address.