



(507) 373-3938
132 North Broadway • Albert Lea, MN 56007

Administrative Support Specialist – Position Description

Title: Support Specialist (Hourly)
Reports To: Executive Director
Job Class: 30-35 hours per week, nonexempt
Supervises: None
Compensation: \$19-\$21 per hour

Position Summary:

The primary role of the Support Specialist is to provide comprehensive administrative support for the Albert Lea-Freeborn County Chamber of Commerce. This position assists with day-to-day operations, member services, committee coordination, event and program support, and digital communications, including social media and website updates. The Support Specialist plays an important part in fostering positive member experiences and promoting the mission of the Chamber.

Key Duties and Responsibilities:

Administrative Support:

- Provide assistance to Chamber members by phone, email, and in person
- Maintain and update the member database
- Coordinate member mailings
- Administer the Chamber Bucks program and account
- Provide support to the Chamber Foundation as needed
- Prepare bank deposits
- Coordinate with Financial Services as directed/appropriate

Chamber Committee Support:

- Maintain accurate records of all committee members
- Schedule committee meetings (in person and virtual)
- Assist in preparing meeting agendas and materials
- Take and distribute meeting minutes
- Send meeting invitations and supporting documentation

Digital Communications (Social Media, Weekly eBlast, Website):

- Assist in creating engaging content for the Chamber's digital platforms
- Update and maintain content on the Chamber website
- Assist with the development and distribution of the weekly eBlast newsletter
- Schedule and manage posts across social media platforms

Program and Event Support:

- Provide administrative and on-site support for Chamber programs and events, including but not limited to:

- 3rd of July Parade and 4th of July Fireworks
 - Annual Chamber Ambassador Golf Outing
 - Livestock Auction at the Freeborn County Fair
 - Annual 3rd Grade Farm Tours
 - Chamber Annual Meeting
 - Business After Hours events
 - Leadership Program activities
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Knowledge, Skills, and Abilities:

- Strong familiarity with Freeborn County and enthusiasm for supporting the local business community
 - Positive, enthusiastic attitude with exceptional interpersonal skills
 - Self-starter with professional appearance and demeanor
 - Highly detail-oriented with strong organizational, time management, and multi-tasking abilities
 - Proficient in standard office software (including email, word processing, spreadsheets, and presentation tools)
 - Experience with graphic design and content creation software (e.g., Canva or similar platforms)
 - Comfortable navigating virtual meeting technologies (e.g., Zoom, Microsoft Teams, Google Meet, or similar platforms)
 - Knowledge of or ability to learn website content management systems and social media scheduling tools
 - Excellent verbal and written communication skills
 - Creative thinker who can contribute innovative ideas, solutions, and approaches
 - Capable of handling sensitive and confidential information with discretion
 - Flexible, collaborative team player who is adaptable and willing to assist beyond typical responsibilities when needed
 - Must have and maintain a dependable vehicle, valid driver's license, and proof of insurance
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Education and Experience Required:

- High school diploma or equivalent
 - Associate's degree in business administration, office management or a related field (3-5 years equivalent experience will be considered)
 - At least two years of experience in nonprofit organizations (Chamber of Commerce, membership services, or trade association roles preferred)
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Working Conditions:

- Schedule is 30-35 hours per week, with occasional evenings and weekends required for programs, events, and meetings
 - Must be able to sit or stand for extended periods of time
 - Regular use of a computer, including bending or stooping to access files
 - Must be able to lift, carry, and/or push/pull up to 50 lbs. infrequently
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The Albert Lea-Freeborn County Chamber of Commerce reserves the right to revise or change job duties and responsibilities as needed. This job description does not constitute a written or implied contract of employment. The Albert Lea-Freeborn County Chamber of Commerce is an equal opportunity employer.

CHAMBER MISSION:

*Promote and develop a healthy and positive business climate
to improve the quality of life in the Albert Lea-Freeborn County Area.*