



JOB TITLE: Communications & Marketing Support Specialist
REPORTS TO: Manager of Communications & Marketing; President/CEO

BASIC FUNCTION:

Support the overall branding and public image of the Billings Chamber of Commerce and lead the electronic, social media and design functions. This includes all programs, Diversity & Inclusion (D&I) initiative and events through e-news, all social platforms, writing media releases, articles, blogs, and copy for publications.

DUTIES AND RESPONSIBILITIES:

- Work under the direction of the Manager of Communications & Marketing on overall department goals and promotion of the organizational brand.
- Work directly with the President/CEO in developing and maintaining the Chamber's D&I awareness and education tools via website and all communications outlets.
- Represent Billings Chamber at local or regional meetings as deemed necessary. Ability to exercise judgment and diplomacy in a wide variety of public contact situations.
- Maintain a well-informed, working knowledge of Chamber activities, members and area attractions.
- Occasional travel; before or after normal work hours, via auto, air, train, bus.
- Willing and able to work evenings, weekends and/or holidays based on member and office demands.

ELECTRONIC AND SOCIAL MEDIA LEAD

- Develop organizational communication to Chamber membership and the public including e-communications, social media, websites, etc.
- Create and promote content via Billings Chamber, Billings' NextGEN, D&I and other organizational social accounts, managing and planning for growth across all platforms.
- Lead development and ongoing maintenance of communication platforms like BillingsChamber.com, NextGEN.com and D&I site including regular updates and acting as the liaison to the web design agency when needed.
- Responsible for all Google Analytics.

CREATIVE AND DESIGN LEAD

- Design in-house print pieces when appropriate such as postcards, annual reports, fliers, etc.
- Adhere to brand standards when designing logos and all electronic imagery.
- Serve as liaison with outside creative agency(ies) the Chamber contracts with.

PUBLIC RELATIONS/COMMUNICATIONS/WRITING

- Adhere to the Chamber's communications plan and 3Cs standards.
- Support membership growth via 3C's advertising campaign.
- Draft and edit copy for Simply Local/LiNK magazine, and other print and digital platforms including blogs.
- Manage Chamber publication projects, including but not limited to the annual Relocation Guide, the city map, Annual Report to the Community, etc.

- Support program and network (Leadership Billings, Women’s Network, etc) and all Chamber event marketing.
- Assist with speech development, background information and PowerPoint development for use by members of the Chamber and the Board of Directors.
- Work with Manager of Communications & Marketing to maintain the Chamber’s photo library.
- Support video development for electronic, event and other uses.
- Develop and distribute surveys for the Chamber.

ADMINISTRATIVE SUPPORT

- Administrative support and assistance for Manager of Communications & Marketing.
- Maintain contact database for targeted distribution of electronic communications.
- Support ChamberCast podcast through scheduling, posting and prompting across all platforms.
- Develop proof of performance materials at the direction of the department Manager.
- Other duties as assigned.

ANNUAL ACCOUNTABILITY MEASURES:

- Produce quality communications pieces that get published/opened/and read.
- Maintain a pre-determined number of unique visits to BillingsChamber.com.
- Grow engagements throughout all social media platforms.

QUALIFICATIONS:

Degree in Business, Communications, Marketing, Public Relations, or related field. Design experience utilizing Canva, Piktochart, or similar design programs. Must have a proven successful communications and marketing background. The successful specialist will be able to balance multiple projects and keep projects on target.

TEAM PROMISE:

Team Promise	The Billings Chamber, Visit Billings and Visit Southeast Montana are committed to moving our community forward. As a staff, our Team Promise is to passionately deliver each of these values to our community and our members... Always: WOW Factor; Innovation; Knowledge; Integrity; Leadership; Laughter!
---------------------	--

POSITION SPECIFICATIONS:

Reports to:	Manager of Communications & Marketing; President/CEO
Classification/Hours:	Non-exempt, full-time
Benefits:	Medical, dental, life and long-term disability insurance; flex program, paid vacation and sick leave, holidays, 401(k)

APPLICATION PROCESS:

Required Materials:	Cover letter, resume, three professional references
Send to:	Human Resources PO Box 31177, Billings, MT 59107 jennifer@billingschamber.com