

This is a part-time position: Thursday through Monday in the summer, and Friday through Monday in the winter. To apply for the Visitor Center Manager position, please read the job description below and e-mail your cover letter and resume to [office.sberkchamber@gmail.com](mailto:office.sberkchamber@gmail.com)

## **JOB DESCRIPTION**

### **Southern Berkshire Chamber of Commerce**

#### **VISITOR CENTER MANAGER**

**QUALIFICATIONS:** The candidate must have a thorough knowledge of the Southern Berkshire region, and have strong customer service skills. The candidate must be computer literate, including competency in Microsoft Office, Social Media, Constant Contact, Canva, Adobe and understanding database management programs. The candidate must have strong communication skills, both written and verbal. The candidate must also have an excellent telephone manner and be flexible and willing to help the Executive Director with all projects.

**REPORTS TO:** Chamber Executive Director

**PHYSICAL REQUIREMENTS:** This job requires a person who can stand, sit at a desk or computer terminal, drive a car, lift boxes, move small furniture and climb stairs to access all our Chamber member businesses.

**DETAILED DUTIES: (including, but not limited to)**

- Manage all facets of operation and staffing the Visitor Center.
- Represent the Chamber of Commerce and the community/membership in a positive and professional manner always, including professional attire.
- Welcome walk-in visitors and help with their inquiries.
- Answer and return telephone calls daily. Research and provide member and local information when requested.
- Complete and mail/ deliver all requested materials (create new member and renewed member packets)
- Complete mailings for advertising, special events, on-line auction, sponsorship packages and so on.
- Make business referrals for all member businesses in a fair and equitable manner, both on social media and in person.
- Organize, update, restock and reach out to members weekly to maintain a current supply of member literature.

- Research and keep abreast of all area and member information through all avenues such as Social Media, members' websites and media list, local news, and local historical societies.
- Be a resource center for businesses, residents and visitors.
- Support Executive Director in any capacity, when needed.
- Maintain a clean and pleasant atmosphere in and outside Visitors' Booth always. Report immediately, any supply or maintenance issues to the executive Director.

### **SPECIFIC RESPONSIBILITIES FOR VISITOR CENTER:**

- Only refer Southern Berkshire Chamber members (except in the case of a direct request about a non-member).
- Only Chamber Member information can be displayed inside and outside the booth. Remove outdated and non-member notices immediately. Monitor daily.
- Welcome each person who enters as soon as they do so. Ask if they need help but offer to let them browse.
- Take messages off voice mail at every opportunity.
- Be sure booth is open during all scheduled times.
- Provide information regarding operating procedures for anyone staffing the booth.
- Maintain Membership List and information regarding joining the Chamber.
- Monitor and maintain booth appearance, inside and out. Place flags out daily. Keep it neat, clean and organized always.
- Ensure supplies are always in stock (toilet paper, paper towels, fax paper, copy paper, envelopes, postage, etc.). Anticipate running out and restock as needed.
- Track all calls, visits and information requests in specified format.
- Complete monthly booth statistics report for presentation to Board of Directors. Submit to E.D. by the 4<sup>th</sup> of the following month.

### **SPECIFIC RESPONSIBILITIES IN SUPPORT OF E.D.:**

- Act as staff at Chamber events.
- Provide support prior to events as needed, set-up, orchestration, clean-up
- Make follow-up calls as assigned in a timely manner: membership renewals, etc.

**MISCELLANEOUS:**

No smoking inside or in front of the building.