



Job Description *last updated 10/2020

Job title: Visitor Center Liaison

Work Location: The Greater Mission Chamber of Commerce

Reports to: Tourism Director & Office Manager

Direct Reports: NONE

Classification: Non-Exempt

Full-time

Part-time (20 to 25 hours a week)

Hourly Rate (DOE \$8.75 - \$10.25)

Salary

Essential Duties and Responsibilities will include but are not limited to:

- Responsible for assisting all visitors to the Chamber and Visitor Center and callers with exceptional customer service
- Responsible for maintaining front lobby area in a clean manner
- Assist in restocking and ordering office supplies, as needed
- Responsible for filtering and distributing emails/mail to the appropriate department
- Assist with mail outs and retention efforts of members
- Assist in communicating with other cities for guides and requests
- Responsible for tracking visitor activity and report findings weekly
- Assist with inventory, promotional needs and disbursing tourism packets
- Assist in directing Conference Center scheduling activities
- Assist in facilitating maintenance of building and office equipment; maintain schedule of operation related to the building
- Assist with Operations and Tourism Efforts
- Assist with accounting and membership database
- Assist with other duties as assigned
- Maintain compliance with all company policies and procedures

Education and/or Work Experience Requirements:

- High School Diploma; College degree preferred
- Two years of office experience preferred
- Excellent verbal and written communication skills, including ability to effectively communicate with internal and external members and staff
- Excellent computer proficiency (Google Suite and MS Office – Word, Excel and Outlook)
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to carry out assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices
- Must be detailed oriented and have organizational skills

Physical and Other Requirements:

- Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards
- Must be able to lift and carry up to 25 lbs
- Must be able to talk, listen and speak clearly on telephone
- Employee may be required to travel minimally within city limits
- Ability to work flexible hours outside business hours

Interested candidates can email their resume to the Office Manager at jennifer@missionchamber.com. Subject line to read: Application. Email shall also include your desired pay rate.