



Job Announcement: Visitor Center & Membership Assistant

Hours: 10 a.m. – 4 p.m., with 30-minute unpaid break

Rate of pay: \$12/hour

Employment status: At will

As a member of our team, the employee will be expected to perform various duties under the direct supervision of our Engagement & Marketing Manager, according to the needs of the Chamber, including but not limited to:

Visitor Center Duties:

- Oversee the Visitor Center by assisting visitors, answering phones, replying to inquiries;
- Maintain and produce general office and Visitor Center brochures and materials, as needed;
- Assemble and maintain inventory of packets for the membership department and Visitor Center;
- Order office supplies, prepare shopping lists as needed;
- Update and maintain all-staff calendar, online Chamber and community calendars;
- Act as front-office point person for tenants in building, transferring important issues to the CEO and staff;
- Process Certificates of Origin for members and the business community, as needed;
- Provide administration to and attend Hospitality Group meetings;
- Track visitor statistics and assist in preparation City tourism reports;
- Provide special event support as needed;
- General administrative support as needed;

Membership Duties:

- Keep membership database updated and process lists for staff using Weblink Connect as needed;
- Assemble and mail monthly postcards and letters;
- Process monthly invoices and make retention phone calls;
- Serve as primary RSVP contact for events and keep registration lists updated;
- Process payments and serve as primary accounts receivable representative;
- Provide general Chamber and member event support;
- Fulfill membership benefit requests as needed;

Required Skills:

- Strong written and verbal communication skills a must;
- Ability to multi-task while assisting visitors and members in person and on the phone;
- Technologically skilled with experience using social media platforms.

This position reports directly to our Engagement & Marketing Manager at our facility located at 180 E. 4th St in downtown Chico. The regular work schedule is from 10 a.m. to 4 p.m., Monday through Friday, including one 30 minute-unpaid break per day. The employee may be asked to work additional hours. Where such hours are pre-approved by management, the employee will be paid hourly or overtime according to Chamber policy and state and federal laws. Of course, the Chamber may change the employee's duties, hours and work location from time to time as needed.

Compensation for this position is \$12 per hour, less payroll deductions and all withholdings required by law. The employee will be paid in accordance with the Chamber's bi-monthly payroll schedule. A Personnel Handbook outlining all employee policies will be provided. Under existing terms of employment including part-time hours, this position does not receive benefits. The employment relationship is at-will.

Resumes and cover letters may be sent to Kelsey Torres kelsey@chicochamber.com. Closing date: December 31, 2018.