



GREATER NEWPORT CHAMBER OF COMMERCE

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Visitor Services/Office Coordinator

PURPOSE OF POSITION

Manage visitor center services, referrals and operations that inspire visitors to stay and travel throughout the Greater Newport Region. Promote member businesses and the success of member businesses and programs that serve them.

RESPONSIBILITIES

- Manage visitor services including but not limited to answering multi-line phone system, responding to a variety of inquiries, pro-actively identifying ways to be responsive to inquiries and managing display areas.
- Respond to inquiries for assistance from area businesses.
- Program support and/or coordination.
- Develop and maintain organizational systems and processes.
- Office duties include facilities upkeep and maintenance, filing, ordering office supplies, mailings, and/or support services.
- Accepting registration, managing inventory, point of sales, procedures, and reporting.
- Model excellent customer service and an exceptional work ethic
- Assists visitor's inquiries regarding accommodations, recreational activities and dining experiences within the Greater Newport area.
- Comfort and aptitude with computers to update web applications, post to social media, use of spreadsheets, facilitate mail merges, use of customer relationship database and more.
- Other duties as assigned.

QUALIFICATIONS

- Exceptional customer service with a genuine desire to help.
- Experience with developing and maintaining organizational systems.
- Process-oriented, extreme attention to detail, and able to multi-task and manage time.
- Passion for and knowledge of the Greater Newport region and Oregon Coast.
- Ability to work easily & professionally with a variety of visitors and community members.
- Loyalty to and positive representation of the Greater Newport Chamber of Commerce.
- Clear written and oral communication skills.
- Able to handle a fast-paced customer service environment.
- Proficient with computer programs (Microsoft Word, Excel, Internet, CRM, web, social media, apps)
- Accurate data entry.
- High school diploma.

Preference will be given to applicants with experience and skills in one or more of the following:

- Customer Service Management.
- Tourism, guide, or related certified training.
- Office systems and data management.
- Process improvement.

REQUIREMENTS

- Willing to work on some weekends and after-hour events.
- Willing to work with limited privacy in a public work station shared with other team members.
- Able to adhere to a set schedule between 8:30 a.m.- 5:30 pm with limited flexibility.
- Valid Driver's License and clean driving record.
- Able to lift 40 lbs. from the floor and carry.
- Able to stand for duration of an 8-hour shift.
- Able and willing to use standard cleaning supplies.

The position is open until filled. Interviews start immediately (by invitation only).

Please submit a professional resume and cover letter. Cover letters should highlight the applicant's knowledge, relevant experience and the reason for their interest in the position. Please limit cover letter to one page.