



Job Description

Job title:	Guest Services
Department:	Convention & Visitors Bureau
Reports to:	Vice President, Convention & Visitors Bureau
Summary	
<p>Guest Services provides the first impression of the Chamber and its Convention & Visitors Bureau (CVB) and Economic Development teams; in person, over the phone, and digitally. This position is a resource on membership, member engagement, events, attractions, accommodations, and general information of the Greater New Braunfels area, providing exceptional customer service.</p> <p><u>About the Chamber</u> We are a membership organization that represents more than 1,600 local businesses. We partner with the public sector to administer tourism marketing and job growth for the community. We work to strengthen the local economy, advocate for our members and the community, advance community excellence, and deliver value to our members.</p>	
Roles and responsibilities	
<p><u>Essential job functions:</u></p> <ul style="list-style-type: none">• Serve collaboratively on the CVB team, participating in strategy and budget planning, providing input on and executing destination marketing through direct contact• Operate general reception for entire Chamber enterprise, routing all staff calls, messages, packages, and visitors, and ensuring coverage or appropriate communication when not present• Provide information to guests of the Chamber/CVB offices; telephone inquiries, relocation requests, website and social media requests; gather information to build streamlined responses• Track inquiry (lead) data and content in CRM to provide thorough reporting• Provide reception support to Highway Visitors Center when needed• Manage appearance and content of Chamber office lobby, including brochure program• Develop and manage resources to educate all staff to provide the same level of customer service when needed as a substitute for general reception• Prepare and distribute daily mail and payment log• Coordinate with Destination Experience Director to manage detailed event calendar, capturing every possible unique opportunity taking place in the community• Seek and manage opportunities to post content on external calendars (e.g. Tour Texas, Texas Highways)	

- Create welcome packages for group sales and fulfill brochure requests from Travel Centers, CVBs and the like

Additional responsibilities

- Prepare supplies for monthly chamber mixers
- Conduct ticket sales for local organizations
- Assist CVB team with special projects as assigned by supervisor

Qualifications and skills

Minimum qualifications

- Experience in equivalent field of operations
- A valid driver's license

Knowledge, skills, and attributes

- Friendly, enthusiastic demeanor, ready and willing to go above and beyond for inquiring individuals
- Excellent written and verbal communication skills
- Critical thinker
- Proactive, strategic, adaptable, and self-starting; able to work independently with a high level of accountability
- Collaborative: skilled at developing and maintaining effective working relationships with colleagues, managers, members, and partners
- Skill in organizing workflow and balancing projects
- Comfort with technology and desire to increase working knowledge of a variety of platforms

Working conditions and physical demands

- Working hours are typically Monday-Friday however some nights and weekends are required
- Work is performed in an office setting, off site, and at special events
- Prolonged periods of sitting at a desk and working on a computer
- Repetitive motions, including but not limited to typing or writing
- Listening/hearing and receiving detailed information through oral communication, including over the telephone
- Seeing details of objects and print, to include fine print and to include both electronic and hard copy text
- Must be able to lift and carry up to 40 pounds

Applicants should send a cover letter and resume to:

Mallory Hines
 Vice President, Convention and Visitors Bureau
mallory@innewbraunfels.com