

Steamboat Springs Chamber

Part-time Visitor Center Staff

Job Description

Overview: The Visitor Center Staff members are responsible for overseeing the daily operation of all Visitor Center functions as well as the front desk for the Chamber. These are very public positions that require excellent communications skills, written, oral and over the telephone. Thousands of people will form their initial impressions about Steamboat Springs, its residents and the Steamboat Springs Chamber from their contact with the Visitor Center staff. The Visitor Center staff report to the Administrative Operations Manager.

The part-time Visitor Center staff job includes but is not limited to:

- Greeting and helping visitors to the Visitor Center in a friendly, sincere, enthusiastic and solution-oriented manner
- Respond to questions both in person, via email and over the phone by providing accurate and clear information as well as directions to the various sites and activities in the Steamboat Springs area.
- Stock brochures at all visitor outlets and maintain a clean center
- Conduct brochure audits and report to the Membership Manager twice a year
- Accurately, completely and promptly fulfill information requests
- Track Visitor Center statistics and report them to the appropriate areas as requested
- Record the mailing addresses of individuals asking for information
- Create weekly event handout information sheet
- Fulfill information requests bi-weekly
- Maintain the Visitor Center professional and friendly image by keeping brochures well stocked and visitor and work areas clean.
- Keep informed of local events, openings and closures, and direct individuals to the appropriate source for event information
- Represent all Chamber members with fairness and impartiality
- Sell and track sales of Chamber gift cards also provide troubleshooting support for gift card issues
- Cover basic administrative duties during the administrative operations managers absence
- Support other Chamber staff as necessary and as assigned

REQUIREMENTS:

- Excellent phone, written and in-person communication skills
- Ability to maintain a professional appearance and presentation in all dealing with visitors, Chamber members and Chamber office staff
- Ability to respond to and prioritize multiple inquiries from both walk-in, email and phone calls
- Strong and detailed familiarity with the Steamboat Springs area
- Ability to organize time to meet daily deadlines
- An aptitude and comfort level with computers, POS systems and other technology applications

Job Listing:

The Steamboat Springs Chamber is seeking a part-time Visitor Center staff member for 20+/- hours per week. This position is responsible for providing information to visitors and residents. Full description at SteamboatChamber.com/jobs.