



STEAMBOAT SPRINGS CHAMBER

VITALITY IN THE VALLEY

Job Description

Position: Visitor Center Staff

Overview: The visitor center staff is responsible for overseeing the daily operation of all Chamber visitor functions. This is a very public position that requires excellent communications skills both face-to-face and over the telephone. Thousands of people will form their initial impressions about Steamboat Springs and its residents from their contact with the Visitor Center staff. This position reports to the Administrative Operations Manager.

The job includes but is not limited to:

- Greeting and helping visitors to the Visitor Center in a friendly, sincere and enthusiastic manner
- Respond to questions both in person and over the phone by providing clear and concise 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 workspace
- Order new brochures and printed materials when needed
- Accurately record the mailing addresses of individuals asking for information and fulfill information request by promptly and accurately sending out the information asked for.
- Track Visitor Center statistics and report them to the appropriate areas as requested
- Record the mailing addresses of individuals asking for information
- 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 and direct individuals to the appropriate source for event information
- Represent all chamber members with fairness and impartiality
- Oversee all information related operations at the YVRA and downtown Visitor Center
- Sell and track sales of Chamber gift cards
- Cover basic administrative duties during the administrative operations managers absence
- Support other Chamber staff as necessary and as assigned.

REQUIREMENTS:

- Excellent phone and person-to-person communications skills.
- The 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 and phone call sources.
- Strong familiarity with the Steamboat Springs area.
- Ability to organize time to meet daily deadlines.
- An aptitude and comfort level with computers.