

Job Description

Job Title: Visitor & Office Assistant
Status: Hourly, Full-time
Pay Range: \$8-10/hour, Based on Skills, Experience & Education

Job Description:

The position of **Visitor & Office Assistant** requires a professional, up-beat and self-motivated individual to work in a team environment.

Responsibilities of this position include:

- Greeting Chamber members and visitors while serving in a front-desk receptionist role answering the phone, serving as cashier, and maintaining an inviting facility.
- Assisting travelers with questions about directions, history of the area, where to eat, shop and stay.
- Serving as an administrative assistant in preparing letters and mailings, delivering bank deposit and other errands as needed.
- Preparing e-blasts and draft of the weekly e-newsletter using Constant Contact program.
- Assist in marketing Chamber & Tourism events and other happenings using social media.
- Creating and/or editing basic documents using Microsoft Word and Publisher.
- Pro-actively preparing visitor/relocation packets, replenishing brochure racks, and assembling swag bags for groups as needed.
- Any other responsibilities deemed necessary to contribute to the prosperity of the organization.

This position requires a flexible, self-starter with a professional appearance, strong organizational and both written/verbal communication skills. Experience with Microsoft Office products is required; social media experience a plus.

Applicants should submit a completed application, cover letter and resume by email to information@fortscott.com or mail or drop-off to 231 E. Wall St., Fort Scott, KS 66701. The application may be found on the home page of fortscott.com or requested by calling 620-223-3566. Deadline to apply is Tuesday, July 18, 2016. Position will remain open until filled.

Above is condensed description for classified ad. – Below is full job description provided to applicants.

POSITION: Visitor & Office Assistant:

Job Description:

The position of **Visitor & Office Assistant** requires a professional, up-beat and self-motivated individual to work in a team environment.

Position requires computer experience including Microsoft Office Word, Publisher, and Constant Contact to prepare e-blasts, preliminary draft of weekly e-newsletter, enter events on website and social media, process mailing of letters and other computer related tasks.

Position is responsible for greeting visitors and daily operational support tasks of the Chamber & Tourism Center. Duties include answering the phone, maintaining a professional, clean and inviting entry to welcome visitors, assisting travelers with questions about directions, history of the area, where to eat, shop and stay. Promoting all things to do and see in the area in an up-beat tone encouraging guests to maximize their visit.

Additional duties include replenishing brochure racks, preparing visitor/relocation packets and goody bags, maintaining inventory and purchasing of retail and office supplies, cashier using QuickBooks for retail sales and event tickets, calling for event donations and sponsorships. Applying postage and delivery of mail and bank deposit on a daily basis. Assisting with Chamber & Tourism events, running of errands and additional duties as needed.

Position shall work hand-in-hand supporting other staff in a team environment to carry out whatever events or projects are at hand.

Qualifications Required:

- * Computer Experience, particularly Microsoft Office Products of Word, Publisher, Excel
- * Knowledge of Quickbooks and Constant Contact
- * Sense of Urgency
- * Attention to Detail
- * Excellent Grammar
- * Nice Penmanship
- * Personal, Phone and Written Communication Skills
- * Professionalism in Appearance
- * Professionalism in Interaction with Members and Guests
- * Ability to travel as needed; mostly locally to make bank deposit, run errands, post flyers in businesses, etc.; possible but infrequent out of town travel to assist with trade show booth, etc.
- * Ability to walk from Chamber to downtown as needed to post flyers in businesses and other errands.
- * Dependable and Punctual
- * Flexibility in Duties
- * Flexibility in Schedule for Chamber/Tourism Events Outside of Normal Working Hours

Additional Duties to Job Description Above:

- * Encourage visitors to take narrated shuttle or trolley tour and to maximize their stay by “selling” all things to do, see, eat, stay and shop in Fort Scott and Bourbon County.
- * Promote membership and return visits through excellent interaction and relations.
- * Care for complimentary items offered to visitors including preparing coffee daily, picking up cookies weekly.
- * Ensure lobby, restrooms and boardroom are tidy, organized and welcoming to visitors, including emptying trash cans and replacing toilet paper as needed.
- * Reconcile cash drawer to sales at end of each day.
- * Water flower pots and other plants.
- * Raising and lowering the US flag as declared by government.
- * Create Chamber Bucks gift certificates as purchased.
- * Maintain scrapbook of Chamber news stories and other documents.

Assist the Executive Director and Marketing, Relations & Events Coordinator with tasks including the following:

- * Cultivate fundraising revenues through contacting advertisers, sponsors and donors.
- * Keep displays, posted flyers and other materials fresh and current in the lobby.
- * Prepare e-blasts and preliminary draft of weekly newsletters in Constant Contact from information and calendar items provided by Chamber staff and membership.
- * Prepare table tent calendars with ads and deliver to local businesses bi-monthly.
- * Make event and membership updates to website Community Calendar and Business Directory.
- * Edit brochures as needed that are distributed in the lobby and visitor/relocation packets.
- * Enter and maintain events, attractions and other information on state tourism website.
- * Assist with entering events on Chamber & Tourism Facebook and other social media sites.
- * Address letters and other documents using mail merge and other methods.
- * Other tasks as needed.