

Mid-Maine Chamber of Commerce

POSITION DESCRIPTION

JOB TITLE: Customer Service Specialist/Membership Administrator

Reports to: President & CEO

Prepared By: Kim Lindlof **Date:** January 20, 2022

Position Summary- Customer Service Specialist/Membership Administrator will perform all record-keeping, filing, plus administrative, membership sales, collections, supplies and equipment maintenance, general office duties and other duties as assigned.

Description of Duties and Tasks:

Essential Job Functions (the fundamental job duties, the reason the position exists)

- Serve as the first point of contact for the Chamber in-person and over the phone;
- Develop and maintain positive member relations. Continually “sell” the Chamber and seek to motivate and influence others on the positive attributes of Chamber involvement;
- Prepare daily deposits and timely gift certificate sales deposits; Maintain file to be picked up by bookkeeping service weekly;
- Maintain boardroom and sm. Conference room rental and meeting calendar;
- Preserve accurate Chamber and member information in the database, QuickBooks, and email lists;
- Update and maintain accurate Web site information in cooperation with other chamber colleagues;
- Produce, compile and mail member renewal packets/letters and new member welcome packets/letters;
- Maintain and effectively communicate information with staff colleagues regarding membership needs, requests, changes in contact information and other information as received;
- Maintain/order appropriate levels of office supplies based upon upcoming event requirements and current office activity needs. Shop members for most reasonable prices and services;
- Work with vendors to maintain equipment;
- Work with colleagues to coordinate registration for various chamber events; staff MMCC events by working the check-in and breakdown as well as other duties as assigned;
- Synchronize seasonal decoration of the chamber office/building;
- Assemble mailings including *InTouch*, ballot, and annual survey;

- Maintain accurate employee files complying with all current laws and requirements; post all necessary Maine DOL workforce compliance posters. Post all job openings as directed.

The preceding statements are intended to describe the general nature and level of work being performed by people assigned this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

Marginal Job Functions: (those duties that may at times be required but are not the primary job duties)

- Maintain, disperse, and reconcile petty cash monthly;
- Distribute Joseph B. Ezhaya Scholarship application to area guidance counselors and coordinate applicants and selection committee including student interviews;
- Set up a bid process (RFP) for various chamber services/functions including financial and insurance services, including checking account and printer every five years;
- Assist staff colleagues and volunteers in the production of Chamber marketing materials including communicating with vendors to compile bids on supplies and print materials;
- Direct tourists to attractions and accommodations within the area;
- Distribute maps, brochures, and information; Maintain current brochures and pamphlets.
- Maintain a clean and tidy workspace;
- Provide administrative duties within any committee that needs them upon request.

Required Knowledge, Skills, and Abilities:

- Strong customer service skills coupled with the ability to work with and influence others in a positive manner;
- Strong attention to detail (including proofreading skills), ability to multi-task and to successfully maintain and execute a busy schedule of assignments and activities, including timely follow-up with members, customers, and vendors;
- Proven customer relations and customer service skills, preferably with a diverse audience;
- Ability to present information and ideas, verbally and writing, in a concise, compelling way;
- Strong working and operating knowledge of word processing, database, spreadsheet, faxing, scanning, Internet, and e-mail applications;
- Ability to establish and maintain strong working relationships with others in a dynamic team environment.

Qualifications/Employment Standards

- Have positive attitude; enthusiastic and self-motivated individual;
- Willing to learn and take direction;

- Committed to the principles and objectives of the chamber of commerce;
- Able to multi-task and perform tasks with accuracy and in a timely manner;
- Possess good oral and written communication skills;
- Customer service-oriented and have friendly, helpful demeanor;
- Able to type and have computer aptitude and ability to learn and become proficient with:
 - Microsoft products including publisher
 - Constant Contact
 - Adobe Acrobat
 - QuickBooks Pro, a plus
- Effective inter-personal skills and ability to work independently as well as a team player;
- Trustworthy, honest, and reliable: maintains confidentiality;
- Must have a means of transportation and a valid driver's license.

Scope of External Contact:

- Assists in sending bulk emails/mail to members of upcoming chamber events or other timely information;
- First point of contact with general public;
- Works with accountants as required.

Supervision Received (breakdown by percentage)

_35___Direct ___35___General __30___Independent Judgment

Management reserves the right to change or reassign job duties or combine positions at any time.