



**Visitors Center Staff Member Job Description
Part-time Seasonal**

Purpose: To greet and provide information for visitors and residents of Madison County.

Accountability: Accountable directly to the Madison County Chamber Executive Director.

Responsibilities:

1. Greet visitors and give accurate information.
2. Invite visitors to sign the Visitors Center Visitors Log.
3. Answer, direct, and resource phone calls.
4. At every shift, be sure to check the "Visitors Center Communications" clipboard for any new information from other staff. Initial each communication after reading.
5. Assist in maintaining accurate records by updating "Information Binder" with new/revised community information.
6. Assist with training of new Visitors Center staff.
7. Assist with Motor-coach group tour visits by assuring the Sign and Cones are placed out for bus parking, as well as that the Invoice is given/taken care of by the designated Bus Tour Guide. Check "Tour Clipboard" for all motor-coach information.
8. Sort and distribute mail.
9. Check email and forward onto Chamber staff as needed.
10. Check phone messages.
11. Attend to brochure rack needs.
12. Assist with mailings and special projects as assigned.
13. Complete retail transactions using the cash register and credit card machine.
14. Assist with retail inventory needs (*tagging, organizing, counting*).

15. Close out register.

16. Perform housekeeping and other organizational duties as assigned.

Relationships:

Relates to:

- Chamber Executive Director
- Chamber Staff
- Chamber Members
- Volunteers
- Visitors

Evaluation:

Performance reviews will be conducted in accordance to the policies in the Manual of Operations.

Remuneration:

- Part-time
- Paid bi-weekly at assigned hourly wage