



SYLVESTER-WORTH COUNTY CHAMBER OF COMMERCE

JOB DESCRIPTION

Position Title: Customer Service Representative

Reports to: President and Administrative Assistant

Primary Purpose and Function

- To carry out customer service duties, greet the public, and serve membership as required under general direction of the President and Administrative Assistant.

Characteristic Duties and Responsibilities

- Answer phone promptly and courteously
- Check and respond to phone messages
- Greet and assist visitors and newcomers
- On a daily basis, meet public and take care of individual needs and requests
- Keep office clean and orderly
- Assist in maintaining mailing lists
- Answer mail requests and mailing of same after viewing by the President and Administrative Assistant
- Maintain and update regularly handouts, brochures, phonebooks, maps, welcome packs, directories and other Chamber information in lobby.
- Operate and maintain all office machinery

- Assist in maintaining adequate supply of all items necessary to run office efficiently
- Assist in keeping Chamber website up to date (Sylvester news, Chamber newsletter, monthly business spotlight, etc.) with direction of the President and Administrative Assistant
- Assist in maintaining community calendar (social and civic organizations meetings, council meetings, school Board meetings, etc.)
- Type correspondence for the President, Directors and Administrative Assistant.
- Apply proofreading techniques to identify and correct errors on documents
- Research using a variety of sources to identify solutions
- Assist in maintaining membership data filing cabinet as well as on the computer back end of the web page and generate reports as required
- Mail all invoices (membership renewals, non-dues invoices, overdue statements, etc.)
- Assist in preparing vouchers and checks with supervision.
- Help to design, print, and mail all postcards, invitations, thank you letters, etc, with instruction.
- Apply organizational skills to the management of projects, daily schedules, work priorities, multiple tasks, and unexpected interruptions
- Help coordinate scheduled use of Chamber boardroom
- Help coordinate all Chamber meetings and special events

- Assist in coordinating all ribbon cuttings, ground breaking ceremonies, and other promotional events
- Assist in preparation for activities such as the Peanut Festival, Annual Meeting, Board Retreat, Membership Drive, Chamber Business Forums, Annual Legislative, all other events
- Assist in setting up meetings
- Help Administrative Assistant compile, transcribe, and distribute minutes for Chamber Board meetings and other meetings if asked.
- Make telephone calls, prepare notices, send emails, and/or faxes to remind Board Directors and Ambassadors of meetings and events
- Coordinate and work with the Small Business Development Center on publicity scheduling counseling services and specialty seminars
- Perform other duties as assigned by the President