

DESTINATION
Moosehead Lake

Job Description: Visitor Center Manager/Administrative Assistant

Reports To: Executive Director

The Moosehead Lake Chamber of Commerce is seeking a dynamic, energetic and charismatic Visitor Center Manager/Administrative Assistant. Serving as the regions destination marketing organization, the Moosehead Lake Chamber of Commerce strives to represent and encourage the development of businesses and our community by implementing responsible economic development and tourism programs. This position will require a minimum of 36 hours per week depending on work load, events, and Director scheduling. Salary will be determined by applicant's experience and qualifications.

Position Responsibilities:

- Handles all office related tasks, including but not limited to, answering phone calls and walk in visits, recording daily contact logs, responding to email requests for information, mailing out information and updating general information for volunteers.
- Performs reception duties in an efficient, professional and courteous manner
- Answers visitor and regional businesses questions in a positive and welcoming manner
- Assists the Director with daily errands, including but not limited to mail delivery
- Organizes and restocks information at visitor center and notifies businesses when their stock of literature is getting low
- Prepares Excel spreadsheets, Word documents, Publisher publications, membership mailings, creates and maintains email distribution lists using online email programs such as Mail Chimp and Constant Contact, etc.
- Maintains visitor center inventory of office supplies, and performs routine organizational, maintenance and cleaning duties as set forth by the Director
- Assists with development, organizing, planning and distribution of marketing materials including monthly e-newsletter
- Maintains an inventory of office equipment and service contracts
- Maintains and updates the Chamber's website and utilizes social media platforms for marketing and communication
- Recruits, trains and manages part time employees and volunteers as needed
- Assists the Director in creating written communications, including but not limited to press releases, web-based articles and social media posting
- Assists the Director with development and proofing of annual Moosehead Lake Visitor Guide
- Assists the Director with event planning and implementation, registration, project organization and monitoring of event timelines to ensure budgetary and scheduling constraints are met
- Assist Director in implementing community benefit programs, tourism activities, and fundraising campaigns
- Assist with all other duties as assigned by the Director

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Preferred Requirements/Qualifications:

- Requires strong communication skills, both verbal and written, organizational skills, both analytical and problem solving, and the ability to work with confidential documents
- Proficient in MS Office suite, email programs such as Constant Contact and Mail Chimp, various social media platforms and a working level of comfort with various website maintenance applications
- The ability to manage and work on multiple projects simultaneously
- Ability to work independently and manage time effectively
- Ability to manage multiple tasks and achieve deadlines under pressure
- Knowledge of the Moosehead Lake Region and State of Maine preferred
- High School Diploma
- 2 years of progressively increasing customer service experience preferred

Work Environment and Typical Physical Requirements:

Work is typically performed in an inside environment and may sometimes include outdoor functions and travel throughout the community and to meeting sites. Occasionally, weekend and evening hours will be required. In addition, some lifting of materials and/or equipment of 50 pounds or less will occur. Will require limited shoveling of snow, sanding and salting as needed seasonally.

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