

Front Desk and Customer Service Spring/Summer 2022

Overview:

Excellent Customer Service is the cornerstone of The Chamber's role with summer visitors and members. This position, in many cases, is the first point of contact when someone comes into the Chamber office or at various events that the Chamber runs during the summer months. This is an excellent opportunity for candidates who are interested in the Events & Tourism industries or just a nice summer job.

Knowledge & Skill Preferences:

1. Provide phone coverage for the Chamber and Northwest Ottawa Chamber Foundation.
 2. Meet the needs of walk-in customers by providing information and answering questions.
 3. Assist and provide support to the Events Director for community events as needed.
 4. Manage display racks, ordering materials for destinations, attractions, community information, and member brochures.
 5. Support Dune Dollar sales (processing and printing)
 6. Meet one-on-one with all Chamber staff to learn about their roles and responsibilities and how they can be a resource for you.
 7. Provide support for recording RSVPs for Chamber events, etc.
 8. Assist staff on various projects as requested.
- When priorities conflict, coordinate with the President.
9. Position may include some evening and weekend activities.
 10. Other duties assigned as needed

Knowledge & Skill Preferences:

- Manage, support and/or assist with the Grand Haven Farmers Market and the Spring Lake Farm & Garden Market including, but not limited to, the Power of Produce Kids Club, SNAP, Double Up Food Bucks, supporting the Market Manager, activities and events, as well as educational sessions.
- Market and promote events (public speaking, print marketing, event calendars, social media, etc.)
- Data entry
- Develop or collect items to be given out to food assistance users (recipes, healthy lifestyle tips, etc.)

Hours:

Summer - part time (35 hours per week) May 1 through August 31st | Non-Exempt Position

Compensation:

This is an paid position at \$12/hour. This may be considered an internship for college credit.

Apply:

Please send cover letter & resume to Amy Wolffis at awolffis@grandhavenchamber.org

About the Organization:

The "go-to place" for community and business information for over 100 years, The Chamber of Commerce Grand Haven, Spring Lake, Ferrysburg provides business assistance, networking opportunities, and advocates for more than 700 Northwest Ottawa County member businesses. In addition to contributing to the tourism that supports Northwest Ottawa County's economy, Chamber-sponsored Community Events also add year-round enjoyment for residents and visitors.