

# **RANGELEY LAKES CHAMBER OF COMMERCE**

## **Job Description – Customer Service Manager**

### **JOB TITLE**

Customer Service Manager

### **OVERVIEW**

The Customer Service Manager is responsible for providing effective customer service to all customers by using excellent, in-depth knowledge of Chamber services, products and programs as well as in-depth knowledge of the Rangeley region. The Customer Service Manager is responsible for a range of tasks that support this objective.

### **RESPONSIBILITIES**

- Greet visitors, answer questions, provide informational materials, answer phones
- Promote the Rangeley area and Chamber Members
- Perform mailings in response to information requests
- Manage Chamber Calendar of Events
- Respond to customer inquiries from website and Facebook
- Tally daily calls and visitors
- Organize and refresh all brochures, maps and promotional materials in the office
- Update events listings on the internet for Yankee Magazine, Outdoor Sportsmen, Visit Maine, Maine Lakes & Mountains and other online calendars.
- Perform online snowmobile registrations
- Help organize and work at all Chamber functions and events including, but not limited to, July 3<sup>rd</sup> Auction, Mountain Holly Days, Chili/Chowder Cook-Off, Winterpaloozah, and Annual Golf Tournament.

### **COMPETENCIES / REQUIREMENTS**

- Customer service experience, preferably in the travel/tourism sector
- Demonstrated proficiency in Microsoft Office (Word, Excel, Publisher and PowerPoint) as tools to complete routine work.
- Flexibility in schedule

### **POSITION TYPE AND EXPECTED HOURS OF WORK**

This is a full-time position (30-40 hrs/week). Days and hours of work may vary based on season, but Saturdays are possible July 1st through Columbus Day and during the winter.

### **REPORTS TO**

Executive Director

### **EEO STATEMENT**

The Rangeley Lakes Chamber of Commerce ("the Chamber") prohibits discrimination against and harassment of any employee or any applicant for employment because of race, color, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, veteran status or any other characteristic protected under applicable federal or state law. The Chamber prohibits any such discrimination or harassment.



# Rangeley Lakes Chamber of Commerce

## Employment Application

### Applicant Information

Full Name: \_\_\_\_\_ Date: \_\_\_\_\_  
*Last First M.I.*

Address: \_\_\_\_\_  
*Mailing Address Apartment/Unit #*

\_\_\_\_\_  
*City State ZIP Code*

Phone: \_\_\_\_\_ Email \_\_\_\_\_

Date Available: \_\_\_\_\_ Desired Salary: \$ \_\_\_\_\_

Position Applied for: \_\_\_\_\_

Are you a citizen of the United States? YES  NO  If no, are you authorized to work in the U.S.? YES  NO

Have you ever worked for this company? YES  NO  If yes, when? \_\_\_\_\_

Have you ever been convicted of a felony? YES  NO

If yes, explain: \_\_\_\_\_

### Education

High School: \_\_\_\_\_ Address: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? YES  NO  Diploma: \_\_\_\_\_

College: \_\_\_\_\_ Address: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? YES  NO  Degree: \_\_\_\_\_

Other: \_\_\_\_\_ Address: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Did you graduate? YES  NO  Degree: \_\_\_\_\_

## References

*Please list three professional references.*

Full Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Full Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Full Name: \_\_\_\_\_ Relationship: \_\_\_\_\_

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

## Previous Employment

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Job Title: \_\_\_\_\_ Starting Salary:\$ \_\_\_\_\_ Ending Salary:\$ \_\_\_\_\_

Responsibilities: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_

May we contact your previous supervisor for a reference?      YES      NO  
                                           

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Job Title: \_\_\_\_\_ Starting Salary:\$ \_\_\_\_\_ Ending Salary:\$ \_\_\_\_\_

Responsibilities: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_

May we contact your previous supervisor for a reference?      YES      NO  
                                           

Company: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_ Supervisor: \_\_\_\_\_

Job Title: \_\_\_\_\_ Starting Salary:\$ \_\_\_\_\_ Ending Salary:\$ \_\_\_\_\_

Responsibilities: \_\_\_\_\_

From: \_\_\_\_\_ To: \_\_\_\_\_ Reason for Leaving: \_\_\_\_\_

May we contact your previous supervisor for a reference? YES NO

### Military Service

Branch: \_\_\_\_\_ From: \_\_\_\_\_ To: \_\_\_\_\_

Rank at Discharge: \_\_\_\_\_ Type of Discharge: \_\_\_\_\_

If other than honorable, explain: \_\_\_\_\_

### Disclaimer and Signature

*I certify that my answers are true and complete to the best of my knowledge.*

*If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Submit Application to:** [info@rangeleymaine.com](mailto:info@rangeleymaine.com) or mail to Rangeley Lakes Chamber of Commerce, PO Box 317, Rangeley, ME 04970  
**Please also attach a copy of your resume.**