

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 3rd 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 will initially be a part-time position, with the potential to become a full-time position. Days and hours of work may vary based on season, but Saturdays are likely July 1st through Columbus Day and possibly throughout 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 or mail to Rangeley Lakes Chamber of Commerce, PO Box 317, Rangeley, ME 04970
Please also attach a copy of your resume.