

Concrete Chamber of Commerce

Job Description: Office Manager

Department of Licensing, Visitors Information Center, Chamber Office

Core Competencies

Our employees work to demonstrate all of the following competencies:

- Effective Communication Skills
- Customer Focus
- Ethics & Integrity
- Leadership
- Resourcefulness
- Personal Accountability
- Ideas & Enthusiasm
- Professionalism

Required Competencies

In addition to the core competencies, this position requires the following abilities:

- Stress tolerance: Ability to handle stressful or adverse situations, making good decisions, working calmly and accurately, and helping calm others.
- Adaptability/Flexibility: Ability to adapt easily to changing business needs, conditions, and work responsibilities. Ability to adapt approach, goals and methods to achieve successful solutions and results in dynamic situations.
- Analysis: Ability to use data and information to assess and understand issues, evaluate options, form conclusions and make decisions.

Required Skills & Experience

- High school diploma required; Associates Degree or higher preferred.
- Minimum one year office management experience preferred.
- Must possess excellent computer, communications and organizational skills.
- Demonstrated ability to deal successfully with the public.
- Demonstrated ability to work independently and as team member.
- Demonstrated ability to handle finances and confidential paperwork.

Overview of Duties - Department of Licensing

- Serve as Subagency for Skagit County Auditor's office, providing registration and title services as required by contract.

Overview of Duties - Visitors Information Center

- Assist visitors with information on recreation, accommodations and services.
- Acquire brochures and other materials for the Center.
- Respond to all inquiries quickly via phone, Internet, and in person.

- Assist with event coordination and marketing.
- Update and maintain website content.

Overview of Duties - Chamber of Commerce

- Provide monthly written report on number of clients and visitor inquiries.
- Provide monthly financial report on DOL transactions.
- Manage Chamber membership lists and correspondence.
- Attend monthly Chamber meetings.
- Assist with all Chamber events as needed.

General Expectations

- Notify Chamber President immediately if unable to work.
- Report any unusual incidents promptly to the Chamber President.

Overview of Policies & Procedures

Part time position (job-share): 15-20 hours per week. The current office schedule is Monday through Friday, 9:00 a.m. to 4:30 p.m., with a 30-minute lunch break; Saturdays from 9:00 a.m. to 1:00 p.m.

We maintain a smoke-free and drug-free environment; infractions are grounds for immediate termination. Smoking is prohibited in the office and within 25 feet of any doors or windows.

Dress Code: Employees are expected to dress in a professional manner, with no extremes in clothing, shoes, make-up or jewelry. Blue jeans, shorts, flip-flops, and other casual clothing are prohibited.

Customers Come First: Personal calls and visits should be kept to a minimum. Please remember that you are representing the Chamber and the community when you greet visitors or customers, and that first impressions cannot be undone. Smile and be quick to acknowledge each person as they walk in, do not keep anyone waiting unless absolutely necessary, always remember we are here to serve the public in the most friendly and positive manner possible.

If you have any questions or concerns regarding your employment, please contact: Valerie Stafford, President, Concrete Chamber of Commerce: (360) 466-8754. *This job description is subject to review and revision at the discretion of the Concrete Chamber of Commerce. Revised September 15, 2017.*