

Mid-Maine Chamber of Commerce

POSITION DESCRIPTION

JOB TITLE: Customer Service/Bookkeeper

Reports to: President & CEO

Prepared By: Kim Lindlof **Date:** Nov. 1, 2023

Position Summary: Customer Service/Bookkeeper will perform all record-keeping, bookkeeping, filing, plus administrative, human resources, collections, supplies and equipment maintenance, general office duties and other duties as assigned.

Description of Duties and Tasks:

- Serve as the first point of contact for the Chamber in-person and over the phone.
- Develop and maintain positive member relations. Continually “sell” the Chamber and seek to motivate and influence others on the positive attributes of Chamber involvement.
- Enter invoices and pay bills as needed.
- Prepare daily deposits and timely gift certificate sales deposits.
- Maintain file to be picked up by bookkeeping service weekly.
- Maintain boardroom and sm. conference room rental and meeting calendar.
- Preserve accurate Chamber and member information in the database, QuickBooks, and email lists.
- Maintain/order appropriate levels of office supplies based upon upcoming event requirements and current office activity needs. Shop members for the most reasonable prices and services.
- Work with vendors to maintain equipment.
- Work with colleagues to coordinate registration for various chamber events; staff MMCC events by working the check-in and breakdown as well as other duties as assigned.
- Run payroll and get timesheets from employees.
- Process and reconcile all credit card transactions.
- Synchronize seasonal decoration of the chamber office/building.
- Maintain accurate employee files complying with all current laws and requirements.
- Post all necessary Maine DOL workforce compliance posters.
- Post all job openings as directed.
- Manage employee benefits including healthcare, retirement, dental, life, and disability.
- Maintain employee records.
- Audit and review property and casualty insurance annually.

Marginal Job Functions: (those duties that may at times be required but are not the primary job duties)

- Maintain, disperse, and reconcile petty cash monthly.
- Distribute Joseph B. Ezhaya Scholarship application to area guidance counselors and coordinate applicants and selection committee including student interviews.
- Set up a bid process (RFP) for various chamber services/functions including financial and insurance services, including checking account and printer every five years.
- Direct tourists to attractions and accommodations within the area.
- Distribute maps, brochures, and information; maintain current brochures and pamphlets.
- Maintain a clean and tidy workspace.

- Provide administrative duties within any committee that needs them upon request.
- Assist with events as needed.

Required Knowledge, Skills, and Abilities:

- Strong customer service skills coupled with the ability to work with and influence others in a positive manner.
- Strong attention to detail (including proofreading skills), ability to multi-task and to successfully maintain and execute a busy schedule of assignments and activities, including timely follow-up with members, customers, and vendors.
- Strong working and operating knowledge of Microsoft Office Suite and QuickBooks desktop.
- Proven customer relations and customer service skills, preferably with a diverse audience.
- Ability to present information and ideas, verbally and writing, in a concise, compelling way.
- Ability to establish and maintain strong working relationships with others in a dynamic team environment.
- Trustworthy, honest, and reliable: maintains confidentiality.
- Must have a means of transportation and a valid driver's license.
- Effective interpersonal skills and ability to work independently as well as a team player.
- Able to multi-task and perform tasks with accuracy and in a timely manner.

Management reserves the right to change or reassign job duties or combine positions at any time.