

# WACONIA CHAMBER OF COMMERCE

## JOB DESCRIPTION

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**JOB TITLE:** Membership & Tourism Coordinator

**FLSA STATUS:** Non-Exempt

**HOURS** Full-time, 40 hours per week  
8:00AM – 5:00 PM  
\* May include occasional evening duties.  
\* Part-time position could be an option depending on candidate qualifications

**SPECIAL EVENTS  
(required shifts)** Sister Saturday: May 13, 2023 (Fishing Opener)  
Nickle Dickle Eve & Day: Sept 15 & 16 (2<sup>nd</sup> Fri and Sat after Labor Day)  
D.E.A.R. Hunting Day: Nov. 4, 2023 (Hunting Opener)  
Tree Lighting in the Park: Friday, Nov. 24 (evening 5:00-7:00 pm)

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### **PURPOSE OF JOB:**

Primary role is to provide organizational support to the President and committees of the Waconia Chamber of Commerce and Visitors Bureau with an emphasis on membership and Waconia tourism-related events.

### **SUPERVISION RECEIVED:**

Works under the general supervision of the President.

### **ESSENTIAL JOB FUNCTIONS:**

The essential functions of the position include, but are not necessarily limited to, the following job duties:

#### *Membership Sales*

- Recruit and retain membership, in conjunction with Chamber President.
- Communicate benefits of Chamber membership and retention to prospective and current members.
- Coordinate onboarding process for members, including use of CRM chamber software.
- Assist in promoting member information in weekly communications.
- Attend Minnesota Chamber of Commerce annual summer refresh conference (1 day, end of May) as professional development.

- Assist with Ambassador committee support.

#### *Tourism & Event Management*

- Build relationships and make regular contact with retail and hospitality community, Minnesota Association of Convention & Visitors Bureau and Explore Minnesota Tourism.
- Work with Chamber president to create tourism-related budget and marketing plan.
- Assist in event plan details of Waconia tourism-related events including, but not limited to: Sister Saturday, Nickle Dickle (Eve) and Day, Scarecrow Tour, and D.E.A.R.
- Document and report tourism marketing and expenses to city and state, when applicable.
- Organize event entertainment, activities, and volunteers.
- Coordinate various event plans and fluid situations to ensure successful events.
- Recruit volunteers and ensure clear direction for tasks and timing.
- Encourage businesses and vendors to participate in Chamber-sponsored community events.
- Attend annual Explore Minnesota conference (1-day event, end of February) as professional development.

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITY:**

- Enthusiastic, energetic, engaging, with positive attitude.
- Self-motivated with ability to work well in a fast-paced environment.
- Ability to work both independently and in a team setting.
- Time management and organizational skills required.
- Maintains high level of detail and accurate records.
- Ability to establish and achieve priorities in the work environment.
- Ability to recognize and comply with appropriate task deadlines
- Effective problem-solving and analytical skills.
- Ability to frequently and effectively communicate with Chamber members- listening, written, and verbal communication skills.
- Friendliness and passion for relationship building and adaptable to work with a wide variety of people and businesses.
- Ability to effectively use independent judgment.
- Must be able to socially, physically, and mentally perform all essential functions of the position in the working conditions described above.
- Knowledge of Chamber of Commerce operations, computer programs (preferred).
- Experience working with volunteers (preferred)

#### **MINIMUM QUALIFICATIONS:**

- Professional customer service and/or sales experience.
- Experience in coordinating events.
- Practices a strong work ethic.
- Possesses qualities such as productivity, dependability, resourcefulness, efficiency, and professionalism.

**NON-DISCRIMINATION POLICY:**

The Waconia Chamber of Commerce and Visitor's Bureau will not discriminate against or harass any employee or applicant for employment because of race, color, creed, religion, national origin, familial status, genetic information, sex, disability, age, marital status, sexual orientation, status with regard to public assistance, or any other protected class status.

*(The examples given above are intended only as illustrations of various types of work performed and are not necessarily all-inclusive. This position description is subject to change as the needs of the Waconia Chamber of Commerce and requirements of the position change. The Waconia Chamber of Commerce reserves the right to change and/or eliminate any and all job duties as necessary. This position is subject to state drug and alcohol testing and a background check.)*