



North Pole Community Chamber of Commerce (NPCCC)
441 N. Santa Claus Ln
North Pole, Alaska 99705

Job Description

Job Title: Welcome Center Director

Status: Part-Time, Exempt

Reports To: President of NPCCC Board of Directors

Date: October 10, 2024

Position Summary: Manage NPCCC daily operations of the Welcome Center. Responsible for external relationships with organizations, members, businesses, stakeholders, and community members. Assist the Board of Directors in developing annual marketing plans and budgets. Assist in overseeing NPCCC events. Provide accurate information to new residents, businesses, job seekers, and visitors about the North Pole Community as defined by the Board of Directors.

Duties/Responsibilities:

- Operate and maintain Welcome Center year-round, with sustainable financial practices.
- Represent and promote NPCCC and their defined North Pole Community.
- Recruit, train, supervise and schedule Welcome Center staff and volunteers.
- Create Volunteer Program for NPCCC.
- Coordinate distribution of North Pole Community collateral material to sites throughout Alaska.
- Set up and maintain Point of Sale System including receiving merchandise to sell.
- Conduct staff and volunteer Customer Service and familiarization training of member businesses.
- Process and fulfill responses to direct and indirect inquiries.
- Develop, implement and monitor annual marketing plan (current and long-term).
- Solicit NPCCC enrollment (new and renewal) through presentations, sales calls, and advertising.
- Provide monthly written report and statistics to the Chamber Board of Directors.
- Assist the Board of Directors in implementing special events and activities.
- Perform other duties and projects as needed.

Education/Experience/Skills Preferred:

- College degree or minimum of three years' related work experience.
- Proven organizational skills; ability to multi-task assignments with specific deadlines.
- Must have good interpersonal communication skills and be a team player.
- Good sales, marketing and customer service skills.
- Good analytical and problem-solving skills.
- Extensive knowledge of PC's, including word processing, spreadsheets, and database software.
- Goal-oriented, reliable in meeting deadlines, well organized and a consensus builder.
- Grant writing experience.

Work Requirements:

- May be required to work evenings and weekends.
- Must have reliable transportation.
- Must possess a valid Alaska Driver's license, and proof of car insurance.
- Must be able to lift up to 30 pounds.
- Business casual dress required.

North Pole Community Chamber of Commerce is an Equal Opportunity Employer

Disclaimer: The above information in this description has been designed to indicate the general nature and level of work performed by the employee within this job. It is not designed to contain or be interpreted as comprehensive inventory of all duties, responsibilities, and qualifications required of employee assigned to this job.