

**BOISE METRO CHAMBER OF COMMERCE  
JOB DESCRIPTION**

**Job Title:** Gift Shop & Visitor Information Coordinator  
**Reports to:** Operations Manager/Executive Liaison to the Board  
**Reports to:** Executive Director, BCVB  
**Job Classification:** Full-Time, non-exempt  
**Date Last Revised:** October 27, 2021

**Summary**

Gift Shop & Visitor Information Coordinator is responsible for the overall management of the daily operations of the Chamber gift shop including financial management, merchandising, driving sales and customer service, ensuring best practices and meeting quality standards to achieve key results and support company strategies, visitor engagement and information fulfillment.

**Minimum Requirements**

Associates degree in Business, Business Administration, or related field highly preferred, but less formal education with more on-the-job experience may be substituted (at least two years of retail experience highly preferred). Requires excellent written and verbal communication, enthusiasm and a positive attitude, organizational, planning, and time management skills. Requires numerical and analytical knowledge to properly manage cash and financial records and be able to operate a point-of-sale system. Must be self-motivated with attention to detail, accuracy, thoroughness, and customer service oriented with in-depth knowledge of basic business management processes. Must be able to stand for extended periods of time and lift boxes weighing 25 pounds. Possess knowledge of Boise and the surrounding area. Requires a valid driver's license and own vehicle with insurance to pick up inventory. Ability to work varying hours as some evening, early morning and weekend time will be required.

**Essential Job Functions**

To perform this job successfully, an individual must be qualified to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be available, upon request, to enable individuals with disabilities to perform the essential functions.

- Collaborates with Chamber CEO and BCVB Executive Director to develop, coordinate, and implement business strategies to attract new customers, expand store traffic and increase sales and profitability.
- Develops pricing policies in accordance with merchandising and trends to ensure accurate and competitive pricing.
- Implements and enforces established daily operating procedures to ensure store is clean, adequately stocked, organized, and well kept.
- Ensures all merchandise and visitor information brochures are stocked and displays are attractive, priced correctly, and displayed in a safe manner.
- Responds to incoming visitor information requests and visitor walk-in requests.
- Confirms daily sales reports and cash receipts; ensures monies are deposited regularly, and reports are submitted as prescribed by company policies.
- Addresses customer needs and investigates and effectively resolves issues/complaints/concerns in a professional manner, ensuring positive and long-term customer relationships.
- Develops, oversees, and maximizes product and visitor brochure inventory, purchasing, and sales.

- Prepares and manages store budget to meet financial objectives.
- Coordinates contracts to ensure availability of merchandise and brochures.
- Assists Convention Services & Digital Marketing Manager with updating visitor kiosk information (via Hootboard) and event calendar on boise.org.
- Accepts payment for products and processes cash, check, and credit cards using point-of-sale system.
- Ensures inventory data is correct by performing spot inventory counts and checks.
- Complies with safety, health and sanitation best practices and regulations.
- Monitors cash over/short and inventory daily.
- Tracks and maintains records of visitor traffic to center and store
- Opens and closes store each day.
- Manage meeting, conference and event volunteer needs.
- Respond to visitor information and visitor walk-in requests.
- Maintain/order office supplies for the BCVB, brochure inventory as needed for office and Boise Airport.
- Provides staff support as needed to Executive Director, DOS and Sales Manager(s) for the BCVB.
- Occasionally covers the receptionist desk to answer telephones and provide reliable information on Boise. Occasionally covers receptionist's desk for vacations.
- Performs other related duties as assigned.

**Supervisory Responsibilities**

This position has no supervisory responsibilities.

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; reach with hands and arms; and talk or hear. The employee frequently is required to walk and sit. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 25 pounds and frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and risk of electrical shock. The noise level in the work environment is usually moderate.

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Employee

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Date

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Supervisor

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Date

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Supervisor

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Date

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President & CEO

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Date