

# Downtown Helena Partnership, LLC

## Position Description

**Job Title:** Customer Service Coordinator  
**Reports to:** Executive Director  
**Hours:** Monday – Thursday 9 a.m. – 3 p.m. (24 hours/week)  
**Classification/Salary:** Part-time/\$14.00 hr. (\$14,560 yr.) – no benefits

**Function:** This position shall be responsible for the frontline duties of the Partnership office, providing quality customer service and communications to all as well as offering support services for staff.

### Duties and Responsibilities:

- Customer Service
  - Keep office doors open 9-3 Monday – Thursday
  - Greet visitors and provide services requested
  - Answer phones and direct calls as necessary
  - Provide Visitor information services
  - Review and respond to general incoming email
- Frontline Office Management
  - Keep office clean, clutter free, organized and stocked with supplies
  - Create and manage paper and electronic office documentation
  - Fulfill duties associated with general inquiries and office correspondence
  - Open, record and file mail
  - Provide support services for other staff
  - Assist with e-communications
- Downtown Gift Card Program
  - Process walk-in and phone orders
  - Assist with production and distribution of packaging materials
  - Order supplies when necessary
- Trolley Lease, Equipment Rental, & Banner Program
  - Distribute information and collect documentation for rentals
  - Assist with Trolley rental promotions
  - Assist with Downtown Banner program
- Event Planning Assistance
  - Provide requested support for maintenance, marketing, membership, and event initiatives
- Other Duties as needed

### Required Qualifications (knowledge, skills and abilities)

- Positive attitude and community service orientation
- Excellent oral and written communication skills
- Exceptional typing skills & attention to detail
- Outstanding customer service skills
- Proficiency in MS Office, InDesign and Google docs software
- Proven ability to work independently and with teams
- Ability to prioritize and meet multiple deadlines
- Excellent interpersonal skills used to establish and maintain effective working relationships with a variety of individuals
- Must be able to use general office equipment and computer on a frequent basis to perform duties
- Applicant must possess a desire and motivation to learn and be intricately involved in the Helena community
- Bachelor's Degree or equivalent experience preferred
- Job may require out of office work

To apply, please submit a CV, cover letter, and respond to the required qualifications listed in this job description. For questions, contact Micky Zurcher at 447-1535 or [mzurcher@helenabid.com](mailto:mzurcher@helenabid.com). Interviews will begin around July 25, 2018. You can send your application materials to the email address listed above or to the physical address at HBID, Micky Zurcher, 318 Fuller Ave, Helena, MT 59601.