

## **Information Specialist Daily Tasks**

- Unlock four doors and turn on lights and TV
- Turn off “Night” mode on phone
- Print NOAA weather report and display for visitors
- Unlock file cabinet
- Check the Visitor Center folder for notes and updates
- Check Conference Room reservation activity for the day
- Check email ([cbinfo@cbchamber.com](mailto:cbinfo@cbchamber.com))
  - o Answer basic information questions
  - o Forward pertinent information to correct employee (event questions to event coordinator, [events@cbchamber.com](mailto:events@cbchamber.com), and general membership questions to director, [director@cbchamber.com](mailto:director@cbchamber.com))
  - o Make note of information that relates directly to visitors and put these notes in the Visitor Center notebook, so all Information Specialists will have it
  - o Delete emails when they’ve been dealt with
- Pull up necessary websites to reference throughout the day
  - o [www.cbchamber.com](http://www.cbchamber.com)
  - o [www.gunnisoncrestedbutte.com](http://www.gunnisoncrestedbutte.com) in both summer and winter (Tourism Association)
    - Events and activities on their calendar
    - LOTS of tourist-related information
  - o [www.skicb.com](http://www.skicb.com) for winter and summer
    - Resort news (like open trails and lifts) in winter
    - Bike park info in summer
  - o [www.cbmba.org](http://www.cbmba.org) in the summer
    - Trail conditions/openings can be found under “Trails” □ “Trail Report”
- Check the referral sheet
  - o When entering a referral, include the date WITH the year
- Greet guests in a friendly, professional manner
  - o Click the counter for each guest
- Keep card display areas tidy
  - o With down time, check which members do not have rack cards in the displays
    - Find their contact information on Chamber Master and email an invitation to bring rack cards/business cards to the Chamber
- Keep the newspaper room tidy
- Answer the phones in a friendly, professional manner
  - o Use some version of this phrase, “Thank you for calling the Crested Butte/Mt Crested Butte Chamber of Commerce and Visitor Center, this is \_\_\_\_\_, how may I help you?”
  - o Send transfers to the appropriate person

- Mail any requested information
  - o On desktop, click “Requests/Shortcuts” and fill out information, then print label
  - o Put everything in a plastic envelope
  - o On desktop, click “Dymo Stamps” □ “Changes, click “Yes” □ choose “Large Flat” □ “Weigh” □ “Print”
  - o Attach stamp to label page; heat seal and put in mail box
  - o Fill in postage information in postage log OR click “TA” in toolbar □ “Vacation Guide – Get your Copy Today;” fill in information and submit
- Complete tasks requested by the team (director, event coordinator, bookkeeper)
- At the end of the day, put away the Elk Jar and lock file cabinet
- On desktop, click “Requests/Shortcuts” □ “Walk-Ins”
  - o Enter number of guests (from the counter)
  - o Clear the counter
- Turn on “Night” mode on phone
- Lock all three doors in front room and turn off lights (except lights above foyer) and TV
- Lock the back door, if you’re the last one out (check that windows are shut and locked, as well)

#### **Day-Specific Duties:**

- **Monday:** Update the trail condition reports, if there is down time
  - o Open “Trail Conditions” (on the desktop)
  - o Open CBMBA’s condition report ([www.cbmba.org](http://www.cbmba.org) □ “Trails” □ “Trail Report”)
  - o Each section on CBMBA’s site corresponds to a tab on the Trail Conditions document; update as many as possible each Monday
  - o If you are unable to check and update all of the trails, leave a note for the next person stating where you had to stop
  - o Fill in the “Updated” section at the top with the date and your name
  - o Email the updated trail conditions to [director@cbchamber.com](mailto:director@cbchamber.com), so it can be uploaded to the website (or upload it to the website)
- **Wednesday:** Bring old newspapers in from the newspaper room before leaving
  - o Put them in/above the recycling bins
- **Thursday:** Put trash, recycling and old newspapers on the curb (along Elk Ave) first thing in the morning
  - o Make sure new newspapers are out and available on Thursday morning
- **Friday:** Check the weekly e-blasts which the director sends out at 8 am
  - o Leave this email in the inbox for other Information Specialists to review
  - o Delete the old e-blast once the new one arrives