



JOB DESCRIPTION

Program Assistant PTE/30 hour's week, Non Exempt

Program Assistant: Responsible for assisting the Community Development Program including database/records maintenance, billing, serving as the liaison between members and Travel Salem's marketing programs. Providing back-up to Travel Café staff assisting visitors, answering visitor inquiries, merchandise sales, wine tasting. This position is to provide impeccable customer service and hospitality to all members and visitors.

Reports to Director of Sales

Administrative

1. Responsible for all outgoing postal mail
2. Provides lunch breaks for Guest Services/Volunteer Coordinator
3. Assist with the preparation of Board packets
4. Assist Community Development Director with reports

Services

1. Communicate with current members through correspondence, telephone, email and personal contact
2. Work with members to coordinate all marketing materials necessary for them to take full advantage of their benefits
3. Serve as the liaison between members and Travel Salem staff
4. Respond to members requests for assistance
5. Create and update membership application and related sales pieces with direction from the Community Development Director

Program Financials

1. Create and process membership billings, including past-due and final notices; along with any follow-up necessary
2. Update membership billing and renewal correspondence
3. Manage the processing and maintenance of member records/database
4. Process membership settlements
5. Request creation of membership invoices and manage the process

Travel Café Saturdays

1. Serve as back-up host to visitors at the Travel Café assisting with questions and promoting the Salem area (lunch and break coverage)

Miscellaneous Requirements

1. Perform other duties as assigned by supervisor
2. Able to lift a minimum of 35 pounds
3. Requires working Saturdays
4. Requires OLCC license
5. Vehicle required. Valid, unencumbered drivers license with an insurable driving record