

Chamber Assistant Staff Duties

- 1st Priority- Greet and visit with tourists in the Visitor Center, help them find what they need, direct them around town, give them a Harmony guide, answer their questions, etc.
- Keep Volunteer Schedule updated, let Director know if no one can staff. Make note of who you have called for specific weeks in the log book.
- Update hallway bulletin board (business hours, days open, movie of the week, Trail News, etc)
- Keep entryway bulletin board current (remove outdated flyers or inappropriate messages)
- Check DNR Website for info about Root River & Harmony-Preston Bike Trail and update 'Trail News' accordingly (do every 2-3 weeks)
- Call around to neighboring communities, Travel Centers and chamber members to:
 - a) Ask how they are set on Harmony guides. Typically we check at the beginning of the tourism season in April, then check again in mid-July and early September.
 - b) Request their brochures for display in the visitor center as needed, record in logbook. We do a broad request for literature in April/May, after that we call as needed.
- Keep hallway and Visitors Center brochure displays stocked, keeping track of how many Harmony guides are put out and how many are remaining (this assists us in estimating how many visitors come when we are closed, more info below regarding statistics).
- Check emails, reply to email questions as needed.
- Check voicemail and answer telephone, take messages or return calls as needed.
- Prepare Visitor Guides to be mailed out. (Using the lead emails we receive from Explore MN and Explore Southern MN as well as requests from website)
- Keep track of daily visitor count and other Tourism Stats in binder (brochures put out in hallway, number of brochures mailed, daily visitors, number of leads, etc.)
- Keep track of bulk amounts of brochures taken by businesses or mailed out
- Unpack incoming brochures and put away in back area, keep back shelves organized, break down boxes, etc.
- Assist Director with HACC mailings
- Other duties as assigned by Director or Board

Cleaning Duties

(A note about cleaning duties- during the height of the season, there may be weekends where you don't have time to do these things. That's fine. It is more important to talk with visitors than vacuum the floor. These are things that are meant to be done during slow times.)

- Clean glass on display cases and main entry doors once weekly and as needed
- Dust with feather duster every 1-2 weeks as needed

- Vacuum the floor in Visitor Center once weekly, outside entryway rug too.
- Keep the Visitor Center area and displays uncluttered and tidy.
- Check restrooms periodically to ensure that water has been turned off, toilets are not clogged, no major messes, not out of soap or toilet paper. Not too worried about paper towels because there is an air dryer. Let Director know if we're out of something and you can't find more in the supply cupboard, or let Terry know. Call the City Offices for toilet/maintenance emergencies.
- Spring window cleaning- usually done on a slow Saturday in April
- Wipe down counters, desks and other surfaces as needed
- Water plants, refresh cut flowers as needed

Assisting with Events

Because it is difficult to find volunteers for large events, all staff are asked to help on event days unless previously arranged with the Director. These events include, but are not limited to: ECFE Easter Egg Hunt, Back Alley Jam Concert Series, Fourth of July, Customer Appreciation, Autumn in Root River Valley, Haunted Harmony, Breakfast with Santa and Community Tree Lighting, and Holidays in Harmony. We have an Annual Meeting every January with which you may need to assist the Director as well.

- 4th of July/Parade organization
 - Send out parade entry letters
 - Collect entries as they come in
 - Ensure that insurance info is received from each entry
 - Organize parade line up
 - Send out parade line up information
 - 4th of July Poster Distribution
- Assist with ECFE Easter Egg Hunt
 - Distribute posters
 - Set up and tear down
 - Help keep the event running smoothly day of
- Assist with Back Alley Jam Series
 - Distribute posters
 - Set up and tear down
 - Help keep the event running smoothly day of
- Assist with Breakfast with Santa
 - Distribute posters
 - Set up and tear down
 - Help keep the event running smoothly day of
- Assist with other events as needed