Job Title: Reservations Coordinator

Department: Programs, reports to Assistant Director, Programs

Job Status: Full-time

Classification: Non-Exempt, benefits eligible

Pay rate: starts at $40,000/year

Job Description Summary:

Reservations Coordinator (RC) is a highly collaborative position responsible for promoting awareness of Museum experiences, managing the reservation/registration process, and gauging guest satisfaction with onsite, offsite and online programs.

The RC is primarily responsible for Group Sales, which includes School Programs for public, private, charter, and home school audiences. The RC will also provide registration support for other programs, including but not limited to camps.

Strong candidates for this position should have a solid understanding of best practices in health and science education and field trip logistics, strong interpersonal skills, attention to detail, experience working with databases, and enthusiasm for the Museum’s mission and potential.

This is an onsite position that requires some local travel and occasional evening and weekend hours. While some remote work is possible after 90 days, it will average 20% of hours (not to exceed 40% of hours), and approval will be based on seasonal program needs.

General Responsibilities:

- Manage all aspects of Group Sales reservations in a timely and professional manner. This includes responding to inquiries, entering reservations, processing payments, sending confirmations, greeting guests, conducting post-visit follow-up, and establishing policies that maximize/balance Museum resources, logistical efficiency and guest satisfaction. Stay up-to-date on Museum offerings.

- Grow School Programs
Develop relationships within the education community that increase awareness of museum programs and resources
Create and maintain an updated list of key contacts within the education community
Attend events in the community to promote Museum programs
Work collaboratively with education staff to develop programs that meet the needs of the education community, including professional development workshops
Conduct quarterly onsite orientations for education community

- Work with Guest Engagement Team to set revenue and attendance goals for Group Sales
- Work with Membership Manager to set member benefits as appropriate
- Coordinate with Guest Services to promote Amazing Body Store with groups
- Work with Marketing and Education staff to develop collateral for target audiences; ensure registration content is easily accessible, user-friendly and accurate
- Work collaboratively with Database Administrator to ensure efficiency and accuracy of the point-of-sale system
- Generate monthly program attendance and revenue reports
- Work with Facilities to coordinate facility-related needs to support programming
- Maintain accurate scheduling information on the Master Calendar
- Proactively communicate across departments to support positive guest experience, arrival through departure.

Qualifications:

- Demonstrated interest in Museum mission
  - Coursework in science, health, or science education a plus
  - Teaching experience a plus
- Experience with marketing or sales a plus
- Bilingual (English/Spanish) a plus
- Experience with databases; ability to learn Altru point of sale system for sales and reports is a requirement of the job
- Experience with Microsoft Office Suite
- Attention to detail and organization
- Reliable, punctual and able to work with minimal supervision
- Strong time management skills
- Excellent oral and written skills
- Experience working in teams
- Ability to work with diverse audiences
- Ability to speak in front of groups
- High level of guest service, enthusiasm and initiative
- Positive attitude and interaction style
This job description is not intended to be all-inclusive. Therefore, the employee may be required to perform other reasonably related duties as assigned by the supervisor or other management. The Health Museum reserves the right to revise or change job duties as business requirements dictate.

The Health Museum is an Equal Opportunity Employer and provides a Smoke-Free and Drug-Free Work Environment.

To apply for this position, submit a letter of interest and resume to hr@thehealthmuseum.org.