



MUSEUM OF DISCOVERY AND SCIENCE

JOB DESCRIPTION

POSITION TITLE: Guest Experience Associate

DIRECT ACCOUNTABILITY: Guest Experience Manager

SUMMARY:

The Guest Experience Associate will sell the Museum's various products and programs, handle a multitude of tasks including facilitating school/group/camp check-in, and participate in special events for educators and/or members. The GEA will phone and speak person-to-person to communicate with customers about reservations, payment deadlines, procedures while at the museum, and other policies.

QUALIFICATIONS:

High school degree. Experience in phone sales (1 year or more). Heightened customer service and organizational skills. Excellent oral and written communication skills. Ability to handle multi-task. Computer literate in word processing, Excel, Word, etc. Ability to work extended hours, including weekends and holidays. Agent must be able to learn the VISTA Ticketing System quickly.

DUTIES AND RESPONSIBILITIES:

1. Serve as the first level of sales contact for Museum group visits and applicable programs. Achieve sales goals as determined by the Guest Experience Manager and budget.
2. Agent must attempt to up-sell every customer e.g., membership, labs and demos.
3. Enter reservations and transactions into the Altru system and follow through with applicable paperwork per procedure.
4. Perform confirmation calls in a timely manner – staying one month out at all times. This means contacting the school/group not just leaving a message.
5. Track changes, cancellations, deposits and payments. Maintain up-to-date records, files and reports.
6. Ensure customer inquiries are responded to and/or handled within the same business day. Follow call management procedures as established by the Guest Experience Manager.
7. Ensure daily reports are in balance and are submitted to accounting at the close of shift.
8. Perform a quality control check daily for all transactions in the reservation department.
9. Responsible for camp processing including individual files with all the necessary documents, t-shirts and the master registration spread sheet to be shared with programs.
10. Prepare and update various reports on a regular basis e.g., Labs/Demos and Camps on a weekly basis. Assist with school and group future reports on the first day of each month when necessary.
11. Support Birthday Party program by ordering pizza and cakes once a week.
12. Support training of cashiers on Altru.
13. Issue and maintain accurate records for discount codes in Altru.
14. Maintain current knowledge of Museum events, films, exhibits, programs and products. Attend Museum training sessions as required. Provide accurate information to customers. Follow sales scripts as applicable.

15. Be a team player and key contributor to the achievement of the department's goals.
16. Perform other duties as assigned.

COMPETENCIES:

1. Communication Proficiencies
2. Time Management
3. Financial Management
4. Collaboration Skill
5. Results Driven
6. Personal Effectiveness/Credibility
7. Performance Management
8. Flexibility
9. Technical Capacity
10. Stress Management/Composure
11. Project Management
12. Motivational Skills

SUPERVISORY RESPONSIBILITY:

There are no supervisory responsibilities for this position.

WORK ENVIRONMENT:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, emails, photocopiers, filing cabinets and fax machines.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to handle, or feel objects, tools or controls; reach with hands and arms; balance; stoop, kneel; talk or hear. The employee must occasionally lift and/or move up to 25 pounds.

POSITION TYPE AND EXPECTED HOURS OF WORK:

This is a full-time, hourly, non-exempt position. Days and hours of work are generally Monday through Sunday, 8:30 a.m. to 5 p.m., however, you must be available evenings or weekends as needed.

TRAVEL:

No overnight travel is expected for this position and local day travel as needed.

REQUIRED EDUCATION AND EXPERIENCE:

High School Diploma

Experience in phone sales (1 year or more).

Heightened customer service and organizational skills.

ADDITIONAL ELIGIBILITY QUALIFICATIONS:

1. Must have class E driver license and own vehicle.