



MUSEUM OF DISCOVERY AND SCIENCE

JOB DESCRIPTION

POSITION TITLE: Guest Experience Associate

DIRECT ACCOUNTABILITY: Director of Guest Experience

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 ALTRU 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 Director of Guest Experience and budget.
2. Associate must attempt to up-sell every customer i.e., combos, membership, labs, demos.
3. Being the field trip liaison in regards to lunch/lunch bins, from the arrival of the trip to their departure.
4. Enter reservations and transactions in ALTRU Ticketing system and follow through with applicable paperwork per procedure.
5. 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.
6. Track changes, cancellations, deposits and payments. Maintain up to date records, files and reports.
7. Ensure customer inquiries are responded to and/or handled within the same business day. Follow call management procedures as established by the Director of Guest Experience.
8. Perform a quality control check daily for all transactions in the reservation department.
9. Responsible for camp t-shirts and providing the correct amount to programs each week.
10. Prepare and update various reports on a regular basis i.e., 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 training of cashiers on ALTRU.
12. Issue and maintain accurate records for discount codes in ALTRU.
13. 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.

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

COMPETENCIES:

1. Communication Proficiencies.
2. Time Management.
3. Financial Management.
4. Collaboration Skills.
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, 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 finger, 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 part-time, hourly, non-exempt position. Days and hours of work are generally Monday through Friday, 9 a.m. to 2 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:

Must have valid class E driver license and own vehicle.

SIGNATURES:

This job description has been approved by all levels of management:

Director _____

Deputy Director _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____