



Sparking wonder and curiosity about our world through hands-on science experiences

The Group Sales (Schools) Facilitator is an outcome driven role that will be responsible for communicating and creating relationships with school systems, school administrators and teachers. This position will be an enthusiastic and knowledgeable first impression of McWane Science Center by providing educational resources and on-site visit planning assistance to teachers and school administrators. This position will be responsible for scheduling location visits and coordinating face to face connections in schools. The position will work with the Reservations team as well as independently to follow-up sales leads via phone and email, answer incoming call traffic, enter information into software or directing callers.

This position requires minimum of 70% of work time visiting schools or educational institutions (traveling throughout the state of Alabama). Some overnight travel will be required.

Accountabilities and Major Duties

1. Accurately handle all phone, fax, online and e-mail inquiries regarding any reservations: group, school, or general.
2. Create engaging and meaningful interactions with school administrators and teachers. Must understand and be able to communicate clearly to customers all vital information regarding educational programming both on-site and McWane on the Move, exhibits, events, IMAX films, other McWane Science Center activities and areas as well as McWane Science Center policies.
3. Establish and assist school contacts with resource planning, following up as needed for questions and inquiries.
4. Initiate, plan and deliver resource presentations in face-to face environment, including but not limited to promotional tables, teacher meetings, school system meetings, libraries, conferences, etc.
5. Assist department with placing follow-up calls to encourage repeat visitors.
6. Follow up with teachers after visits via email, calls, postcards, etc.
7. Provide friendly, professional service for any customer service needs; resolve or assist in resolution of issues for both internal and external customers.
8. Meet daily and weekly targets documented by weekly reports submitted in timely manner.
9. Other duties as assigned.

Minimum Qualifications

1. College Degree or equivalent work experience.
2. First-contact sales and customer service experience required.
3. Previous point-of-sale or sales system experience preferred.
4. Call center or reservations experience (bilingual preferred).
5. Excellent customer service and communication skills with the ability to work effectively to meet the customers' needs.
6. Acceptable driving record and must possess a valid driver's license subject to annual motor vehicle reports. Must provide verification of valid minimum liability insurance as required by state law.
7. Must maintain clear criminal history background.

8. Willing and able to visit schools or educational institutions (traveling throughout the state of Alabama) for 70% of work week.
9. 3+ years computer experience: working knowledge of programs including, but not limited to, Microsoft Office, Microsoft Outlook and internet.
10. Highly organized and demonstrated efficient work habits.
11. Capable of working in fast-paced environment with distractions with or without supervision.
12. Must be at least 18 years of age.

Minimum Physical Qualifications

1. Ability to sit/stand for extended periods of time without being able to leave the work area.
2. Ability to perform work using computer for extended periods of time.
3. Ability to hear and use a headset for extended periods of time.
4. Visual acuity and manual dexterity.
5. Must be able to operate a motor vehicle for extended periods of time.
6. Must be able to lift up to 50 lbs. and pull or push objects up to 50 lbs.
7. Must be able to crawl under desks and be able to climb to areas as far as 20' off the ground.

Benefits include health, dental, vision and life insurance; 403(b) retirement savings plan including company match; paid time off; free membership and movie screenings; discounts in our gift shop, camp program, IMAX theater and food service; and on-site parking.

We look forward to hearing from you! Please forward letter of interest, resume and salary requirements to McWane Science Center Human Resources at HR@mcwane.org. EOE.