



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

Reservations Specialist

Come join our team! The 40 hour per week **Reservations Specialist** enthusiastically assists guests in planning their visits by providing accurate information about exhibits, events, IMAX films, memberships and all other activities at McWane Science Center. The position will work with a team as well as independently to follow-up sales leads via phone and email, answer incoming call traffic and enter reservations information into a software system. This position is also responsible for greeting incoming reserved groups.

This position will primarily be scheduled Monday through Friday with occasional weekends.

Accountabilities and Major Duties

1. Accurately handle all phone, online and e-mail inquiries regarding any reservations (group, school or general).
2. Provide friendly, professional service to all guests.
3. Understand and be able to communicate clearly to customers all vital information regarding programs, exhibits, events, IMAX films, other McWane Science Center activities and areas as well as McWane Science Center policies.
4. Follow-up sales leads to gain the business of visitors.
5. Suggest and sell education and/or IMAX programs or items that meet the specific needs of prospective visitors.
6. Assist department with placing follow-up calls to encourage repeat visitors.
7. Resolve any guest issues in accordance to company policies and procedures in a patient and friendly manner.
8. Partner with other departments in regard to special reservations requests in a timely manner.
9. Greet all incoming groups by speaking on buses, in lobby, etc.; organizing their entry into the facility, collecting and transporting lunches; and assisting with wayfinding. This duty represents approximately 30% of the position with an increase during heavier visitation times.
10. At times, assist Visitor Services team with ticket and gift shop sales.

Minimum Qualifications

1. Excellent customer service and communication skills with the ability to work effectively to meet the customers' needs.
2. Strong communication and interpersonal skills.
3. First-contact customer service experience preferred.
4. Call center or reservations experience (bilingual preferred).
5. High School Diploma or equivalent.
6. Some weekend work may be requested throughout the year.
7. 3+ years computer experience: working knowledge of programs including, but not limited to: Microsoft Office, Microsoft Outlook and internet functions.
8. Organized and efficient work habits with strong attention to detail.
9. Capable of working in fast paced environment with distractions with or without supervision.
10. 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 climb stairs in performing the work.

4. Ability to speak clearly.
5. Ability to hear and use a headset for extended periods of time.
6. Visual acuity.
7. Ability to push or pull up to 100 lbs.
8. Ability to lift up to 50 lbs.

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

McWane Science Center is closed on New Year's Day, Easter, Thanksgiving Day, Christmas Eve and Christmas Day.

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