

THE DA VINCI DISCOVERY CENTER OF SCIENCE AND TECHNOLOGY, INC.

Job Description

March 2022

Job Title	Reservations Coordinator
Department	Business Development
Reports to	Reservations Manager

Type of position: <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Contractor <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	Hours: 40 hours per week <input checked="" type="checkbox"/> Days <input checked="" type="checkbox"/> Weekends <input checked="" type="checkbox"/> Evenings <input checked="" type="checkbox"/> Holidays	FLSA Classification: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
Typical Schedule: Tues-Sat 9:00-5:30		

GENERAL DESCRIPTION

The Reservations Coordinator “brings science to life and lives to science” as a primary contact for customers making a reservation. They provide a high level of customer service to all customers and are responsible for maximizing sales and program revenue for the Da Vinci Science Center (DSC). Reserved programs include but are not limited to field trips, scout programs, birthday parties, outreach programs, and select sales programs such as summer camp, school’s out science camp, and science clubs.

SPECIFIC JOB RESPONSIBILITIES

- Maintains an expert-level knowledge of all DSC programs and activities.
- Promotes and sells reserved programs utilizing phone, email, mail, and online channels.
- Builds long-term relationships with customers.
- Processes payments through the ticketing & reservation system for on-site and off-site programs, ensuring all sales activity is accounted for in an accurate and timely manner.
- Processes confirmation letters and invoices.
- Follows up with customers to confirm reservations, updates reservation numbers in Vista, assists with month-end/year-end duties, and collects payments.
- Follows up on account receivables to ensure collection of all fees due to the Science Center.
- Assists the Reservations Manager in preparing monthly reports for Finance.
- Performs additional clerical duties to support Reservations office.
- Assists as a Visitor Services Team Leader by maintaining knowledge and awareness of daily Welcome Center and Curiosity Shop operations and is understands how to perform basic troubleshooting tactics.
- Responds to customers with inquiries and complaints related to reserved programs.
- Supports Outreach staff who takes reservations from major accounts by providing reservations and administrative support through the reservation process.
- Coordinates with Team Leaders from Visitor Services, Education, and Facilities to ensure DSC delivers a high-quality guest experience to all visitors - includes reviewing scheduled groups and reserved programs and activities in the morning meeting.
- Places outbound sales calls to sell DSC reserved programs, encourage previous customers to reserve again, and fill reserved programs to capacity.
- Maintains and grows a positive team environment.
- Executes emergency plans by following all policies and procedures (Code Adam alerts, fire alarm and evacuation, severe weather, etc.).
- Assist in the execution of major Science Center special events by completing day of event assignments.
- Performs other duties as assigned.

EDUCATION REQUIREMENTS

- High school diploma.
- Associates degree in related field desired.

PHYSICAL DEMANDS OF THIS JOB

These physical demands are representative of the physical requirements necessary for an employee to successfully perform the essential functions of the position. Reasonable accommodation can be made to enable people with disabilities to perform the described essential functions of this job.

The employee is sometimes required to be on their feet for four (4) hours at a time.

While performing the responsibilities of this job, the employee must occasionally move or lift up to and including 10 pounds.

Vision abilities required by this job include close vision (close vision at 20 inches or less).

WORK ENVIRONMENT OF THIS JOB

While performing the responsibilities of the position, these work environment characteristics are representative of the environment the Reservations & Visitor Service Coordinator will encounter. Reasonable accommodations may be made to enable people with disabilities to perform the essential functions of the job.

The noise level in the work environment is usually moderate.

REQUIREMENTS

Successful completion of a criminal background check including checks through Pennsylvania State Police, Pennsylvania Child Abuse Registry and FBI fingerprinting national background check.

In accordance with the Vaccine Mandate Policy of the Da Vinci Discovery Center of Science and Technology, Inc., your employment is contingent upon providing proof of receiving a full course of a Covid-19 vaccination and, to the extent recommended by the FDA, receiving periodic booster shots.

CONCLUSION

This job description is intended to convey information essential to understanding the scope of the position and it is not intended to be an exhaustive list of skills, efforts, duties, responsibilities or working conditions associated with the position. ***Management reserves the right to revise duties as needed.***

CEO/Executive Director Approval:		Date:	
Director/Manager Approval:		Date:	
Employee Acknowledgement:		Date:	