



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

Come join our team! The 28 hours per week Reservations Specialist will assist guests, including group leaders, 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 and/or direct incoming call traffic and enter information into our software system.

This position will primarily be scheduled Wednesday through Sunday.

#### **Accountabilities and Major Duties**

1. Accurately handle all phone, fax, online and e-mail inquiries regarding any reservations: group, school, or general.
2. 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.
3. Follow-up sales leads to gain the business of visitors.
4. Suggest and sell programs or items that meet the specific needs of prospective visitors.
5. Assist department with placing follow-up calls to encourage repeat visitors.
6. Provide exemplary internal communications and records for all reservations.
7. Provide friendly, professional service for any customer service needs; resolve or assist in resolution of issues – internally as well as with visitors.
8. Provide friendly, professional service for any internal McWane team member call needs.
9. Assist with greeting incoming groups by speaking on buses, in lobby, etc.; collecting lunches; and assisting with wayfinding.
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.
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.

***Benefits include FREE membership and IMAX Theater screenings; discounts in our gift shop, IMAX theater and food service; on-site parking and the option to participate in our 403(b) retirement savings plan including company match. 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](mailto:HR@mcwane.org). EOE.