

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

Job Description

June 2021

<b>Job Title</b>	Visitor Services Coordinator
<b>Department</b>	Business Development
<b>Reports to</b>	Sales and Visitor Services Manager

<b>Type of position:</b> <input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Contractor <input type="checkbox"/> Part-time <input type="checkbox"/> Intern	<b>Hours: per week</b> <input checked="" type="checkbox"/> Days <input checked="" type="checkbox"/> Weekends <input checked="" type="checkbox"/> Evenings <input checked="" type="checkbox"/> Holidays	<b>FLSA Classification:</b> <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt
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## GENERAL DESCRIPTION

The Visitor Services Coordinator will support day-to-day operations within Visitor Services and Reservations. In support of the Visitor Services department, the coordinator will serve as a primary shift leader for Visitor Services, coordinating the day-to-day operations of the Welcome Center, retail store, and general Visitor Services operation to ensure that staff delivers a high-quality guest experience and follows all policies and procedures. The coordinator will support the reservations office by performing administrative tasks in support of reservations and by serving as a primary point of contact for current and prospective customers who require support reserving programs such as field trips, birthday parties, sleepovers, and educational programs.

\*Bi-Lingual Applicants strongly encouraged to apply.

## SPECIFIC JOB RESPONSIBILITIES

Visitor Services:

- Serves as the primary Visitor Services Shift Leader, coordinating Welcome Center and Curiosity Shop retail store operations to ensure that staff follows all cash control policies while providing a high-quality guest experience. Opens and closes cash registers in these locations and completes all end-of-day paperwork required to close drawers. Resolves issues with transactions/settlements as needed. Ensures that Visitor Services areas (Welcome Center, Store, Lobby, Coat Room, Café, Restrooms, etc.) are safe, clean, stocked, and well organized.
- Assists the Sales and Visitor Services Manager in recruiting, interviewing, and hiring part-time Visitor Services staff.
- Promotes initiatives to make DSC more inclusive to all, including serving on teams such as Access for All, DEIAB, etc. and promoting language accessibility, financial accessibility, etc.
- Helps train new employees on all Visitor Services policies and procedures for the Welcome Center, retail store, Science Center programming, and Visitor Services operation.
- Assists Visitor Services management in documenting Visitor Services policies and procedures.
- Responds to inquiries and complaints from visitors in the building and people calling on the phone.
- Coordinates with Team Leaders from Education and Facilities to ensure DSC delivers a high-quality guest experience to all visitors - includes reviewing scheduled groups and activities in the morning meeting.
- Directs Welcome Center staff to promote and sell memberships to visitors, specifically converting walk-in ticket buyers to members.
- Directs Welcome Center staff to promote birthday parties, special events, group sales packages, facility rentals, and auxiliary services to visitors.

- Learns about all DSC programs and events to properly answer questions and direct guests to their destination of choice. Contributes to the Welcome Center daily log to improve communication.
- Manages retail store operations, monitoring inventory levels, drafting purchase orders, and receiving shipments. Replenishes store merchandise and organizes displays as necessary.
- Coordinate with Finance Department to ensure the transferring of deposits between departments.
- Executes emergency plans by following all policies and procedures: Code Adam alerts, crisis plan, etc.
- Assists Sales and Visitor Services Manager with fulfillment of membership cards, renewal letters, etc.
- Assist in the execution of major Science Center special events by completing day of event assignments.

Reservations:

- Receive calls as a team member of a centralized call-center and generates reservations for customers seeking field trips, birthday parties, sleepovers, educational programs, and more. Serves as a primary contact for customers making a reservation.
  - Maintains an expert-level knowledge of all DSC programs and activities.
  - Promotes and sells DSC programs and events utilizing phone, email, web, mail, and fax channels.
  - Perform out-bound sales calls, pursuing leads generated through web-inquiry forms and sources.
  - 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 for reservations office. Updates Outreach numbers in reservations system and assists with End of Month duties.
  - Maintain an accurate record of reservations, sales, and visitation within the reservation platform. On a monthly, quarterly, and annual basis, support the reconciliation of visitation records to finance records
  - Perform additional clerical duties to support sales and visitor service programs.
  - Contacts customers to confirm reservations for upcoming week.
  - Follows up on account receivables to ensure collection of all fees due to the Science Center.
  - Processes Linny Fowler STEAM Scholarship Fund applications.
- Other duties as assigned.

**QUALIFICATIONS**

- Experience working directly with customers, preferably in a museum or attraction setting.
- Demonstrated experience in working with teams.
- Strong communications skills with the ability to express ideas clearly both in written and oral communications.
- Proficiency with office software including Google Sheets, Google Docs, and/or Microsoft Word & Excel
- General web-based software proficiency, with prior experience using software to record transactions and customer records.
- Ability to quickly learn new software as needed to support efficient workflows and collaboration.
- Ability to multi-task and prioritize while working in a fast-paced environment
- High school diploma. Associates degree in related field desired.
- Bilingual in English and Spanish is a plus.

**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 Marketing and Visitor Services Coordinator. 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 that the position 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.

**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.***

Director / Manager Approval	CEO / Executive Director Approval
Title	Date
Date	

Employee Name and Acknowledgement
Date