

## **Reservation Coordinator**

Terry Lee Wells Nevada Discovery Museum (The Discovery)

### **Position Summary**

Reporting to the Education Director, the Reservation Coordinator is responsible for administrative duties that connect the public with educational programs at The Discovery. This individual performs a variety of administrative, office, and clerical functions to support the ever-changing needs of the educational program department such as talking with teachers, scheduling reservations, inputting information into the software system Altru, and explaining field trip contracts as needed. In addition, this individual also is the main person communicating with the public when we offer seasonal camps. This is a dynamic job for a creative and fun person who loves to learn.

### **Essential Functions**

- Answer phones/take messages in a friendly and professional manner.
- Schedule and maintain reservations for field trips and groups.
- Verify contracts for all field trips, camps, and other registrants.
- Receive and process payments for camps and field trips.
- Receive and log incoming invoices and purchases for the educational department.
- Receive and prepare appropriate responses to The Discovery website regarding field trips, camps, special events and financial aid.
- Manage reservation input and reporting within our system (Altru).
- Assist in database input, and reporting updates in other systems used, as directed.
- Answer questions and register participants for our specific educational programs such as preschool classes and seasonal camps.
- Create and maintain filing systems as needed to keep the education department organized.
- During seasonal camps, assist Education team as needed.
- Visits schools and organizations to share information about available financial assistance.
- Receive and review financial assistance applications.
- Communicate with Spanish speaking constituents.
- Provide event support when needed.
- Other duties as assigned by the Education Director.

### **Education & Experience Required**

- High School Diploma but preference given to college degree.
- Competence in database and Microsoft Office applications.
- Minimum two years experience working with children and the public.

### **Skills Necessary**

- Good communication and phone skills.
- Professional demeanor-conflict does arise with requested reservations.
- Ability to think on your feet and solution-oriented.
- English/Spanish speaker.

### **Work Characteristics**

- Ability to work independently.
- Comfortable learning new software as needed.
- Good sense of humor.
- This is a full time hourly position and may require some weekend work in support of The Discovery's operating hours.

**Working Conditions**

General office environment. Work is sedentary in nature, but may require standing or walking for up to 10% of the time. Will attend offsite meetings for outreach purposes. Work is generally performed within an office environment, with standard office equipment available.

**How to Apply**

Please e-mail resume, cover letter and three references to [jobs@nvdn.org](mailto:jobs@nvdn.org). **No phone calls please.**

*The Terry Lee Wells Nevada Discovery Museum is an Equal Opportunity Employer. Qualified persons are considered for employment without regard to race, color, religion, sex, sexual orientation, national origin, age, genetic information, political affiliation or disability. The Terry Lee Wells Nevada Discovery Museum is a drug-free workplace.*