

Programs Coordinator

Terry Lee Wells Nevada Discovery Museum (The Discovery)

Position Summary

Reporting to the Museum Manager, the Programs Coordinator is responsible for administrative duties, which build the connections between the public and the educational program offerings 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, overnights and field trips. 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 The Discovery.
- Verify contracts for all field trips, overnights, 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 assistance.
- Manage reservation input and reporting within our system (Altru) for field trips, overnights and camps.
- Adds program content in Altru for field trips, overnights and camps.
- Supports the camp program by organizing contact information for camp educators, creating sign-in/out sheets as needed for camps. Greets campers and camp parents at check in and check out. Directs campers and camp parents to the appropriate camp room.
- 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.
- Assists Museum Manger with:
 - Training Visitor Services staff and Educator I and Educator II's on customer service, museum policies and procedures, Altru, entering memberships, birthday parties, events and cash handling processes.
 - Soliciting local organizations in order to rent/sell facility space.
 - Communicate and follow-up with all potential clients in a timely fashion.
 - Internal staff/contractors in the execution and implementation of successful events, including management of Event Orders and any invoicing and/or written reports required.
- In the absence of the Museum Manager will serve as a focal point during emergencies, directing parents, children and staff members to appropriate resources and personnel.
- Will serve on The Discovery's Safety Committee.
- Visits schools and organizations to share information about available financial assistance.
- Receive and review financial assistance applications.
- Communicate with Spanish speaking constituents.
- Assists Visitors Services with preparation and logistics for The Discovery's annual Halloween event.
- Provide event support when needed.
- Other duties as assigned by the Museum Manager.

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.
- Preferred 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@nvdm.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.