Connecticut Science Center
Reservation Center and Birthday Party Coordinator

Job Title: Reservation Center and Birthday Party Coordinator

FLSA: Non-Exempt, Full Time (40 Hours)

Reports: Director of Visitor Services

Job Purpose:

The Reservation Center and Birthday Party Coordinator will help establish the Connecticut Science Center as a world-class destination through the exemplary customer service they provide to all of the Reservation Center’s external and internal clients. This individual serves as an active and vital member of a small sales & reservation team dedicated to the sales, scheduling, booking, coordinating, fulfillment and follow up activities associated with all birthdays, school group field trips, commercial and non-commercial group visits, outreach, overnight and vacation camps and special event ticket sales.

Primary Responsibilities:

Responsibilities for the Reservation Center include, but are not limited to the following:

- Ensures high level of phone, email and fax inquiries are responded to and answered promptly, professionally, and with enthusiasm,
- Attentively listens to each client and proactively seeks necessary information in order to create satisfactory visit schedules and itineraries for their group based on the client’s needs, preferences, and time restraints. Effectively communicates any special needs and requests for all groups.
- Comfortably and naturally sells / upsells clients to all pertinent CSC offerings. Cultivates outstanding relationships with each customer to ensure repeat business and word of mouth endorsements to future clients. Works closely with Group Sales/Marketing team to leverage those relationships.
- Works well as a small team to coordinate the complex schedules and itineraries of group visits with the available resources (space, time, staff, etc…) at the Science Center.
- Responsibly and accurately enters all reservations into the ticketing, reservation and Master Calendar systems as well as other relevant calendars. Adheres to the prescribed input standards for data and excellence in data input and data base management, as well as adhering to all established financial polices & procedures.
- Supports group and birthday attendance reporting for interdepartmental information and external communications. Communicates effectively with all departments and fulfills requests for information on birthday parties, group arrivals, program information and departure times.
- Completes the fulfillment of group and field trip confirmation letters and packets. Provides any additional information that clients may have requested, or may be interested in. Sends all materials out in a timely manner.
- Stays informed on all grants/contracts and the grant/contract benefits as it relates to school and community group sales. Accurately inputs sales to effectively report on ticket usage. Maintains grant/contract sales summary spreadsheet and updates each grant prior to the scheduled monthly meeting.
- Provides pertinent group arrival information on a daily and weekly basis to all involved departments which includes information on arrivals, program times, lunch and departures.
• Works closely with the Program department and provides input on schedules, materials and changes. This includes Outreach, Birthdays, and Vacation day camps assisting in their preparation as needed.
• Assists the Visitor Services team members in greeting and the processing of group arrivals when necessary and appropriate. Provides back up support on the floor during peak visitation times including greeting, line management and sales support. In addition, supports the daily receptionist function for all incoming science center calls. Stays current on all CSC offerings, special events, hours and prices to accurately answer all inquiries.
• Processes individual ticket sales and fulfillment details for special events sold through the Reservation Center which includes the follow-through of receipt mailings to our customers and generating sales reports for internal purposes.
• Performs other duties as required.

Responsibilities for the Birthday Party Coordination include, but are not limited to the following:
• Coordinates the Connecticut Science Center Birthday Party business, which includes: providing birthday party information, scheduling, booking, coordinating, fulfillment, execution, and all follow up activities associated with Birthday Parties.
  o Acts as the Birthday Lead on one weekend day to oversee the booked parties and programs. Comfort working with children and adults a must. Ability to host a party and present a 30 minute program if necessary.
  o Ability to manage a small staff to provide an exceptional experience.
  o Inputs all necessary information to reserve and book parties into the Master Calendar, ticketing and reservation systems in an accurate, timely and detailed fashion. Adheres to the reservation policy to maximize the number of parties booked and clearly communicate the reservation details with all necessary departments. Completes all Event Notification Forms in a timely and accurate fashion.
  o Completes the fulfillment of birthday party confirmation letters and packets for the booked clients. Provides any additional information that clients may have requested and communicates via the event notification form for fulfillment by the Birthday Hosts.
  o Places orders for all Birthday Party package needs with the current Food Service Provider and Event Network in a timely manner. This includes special requests and allergy issues. Takes ownership of and appropriately handles birthday party related issues and problems with external clients and internal staff and forwards all issues or concerns to supervisors when the need arises.
• Continuously seeks ways to improve the Birthday Party process and packages offered to remain competitive in the industry and grow sales.
• Manages birthday party inventory. Places all orders in a timely and accurate manner while adhering to the budgetary requirements.
• Other duties as required.

Required Skills & Abilities:
• High School Degree required. A.S. or other college training preferred.
• Outstanding interpersonal and communications skills in person, over the phone and via email.
• Works well as part of a team.
• Superior customer service skills and strategies
• Comfortable and natural ability to sell/upsell clients to programs and other CSC offerings
• Must be extremely detail oriented, and possess the ability to coordinate complex schedules with the ability to work independently.
• Must enjoy coordinating challenging scheduling logistics
• Excellent computer skills and an ability to navigate complex computer software systems including excel and Word.
• Previous experience and proficiency with scheduling and group reservations systems and procedures are preferred
• Strong listening skills, the ability to be comfortable with asking questions, and explaining somewhat complicated policies, procedures, options and offerings to clients in a friendly, straightforward way, making it easy for clients to have an exceptional experience at CSC.
• Regular weekend work, some holidays and evenings are required. Ideally, the candidate will work Sunday thru Thursday schedule.
• Strong math skills are required

Physical Requirements:
• Repetitive movement of hands and fingers – typing and/or writing.
• Occasional standing, walking and sitting for periods of time.
• Reach with hands and arms, twist, bend, climb or balance, stoop, kneel, crouch, or crawl.
• The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
• Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Qualified applicants will go through an application process, interview process and must successfully complete a background check.

To apply, send a cover letter and resume to HR@CTScienceCenter.org please reference “Reservation Center & Birthday Party Coordinator” by 7/24/19.

The Connecticut Science Center is an Equal Opportunity Employer