

Job Title: Group Reservations and Bookings Coordinator

Reports To: Director of Operations & Owner

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

Position Schedule: Monday- Friday 10:30am- 6:00pm (may be flexible)

Summary: Responsible for scheduling and managing all bookings including groups, birthday parties, offsites, and special events and reaching booking goals. This position will have elements of both office and direct customer service in a seasonal needs capacity.

Duties and Responsibilities include the following. Other duties may be assigned.

Bookings:

- Address all incoming inquiries for groups, birthdays, offsites and special events within 24 hours
- Provide superior customer service to all guests in person, via telephone and email in advance of events and exceed guest expectations during the booking process
- Maintain organized records and notes for all bookings
- Responsible for billing, cash handling and data entry of all events into the booking system
- Maintain inventory of event & party supplies
- Follow up with all bookings the week prior to the event and handle group schedules
- Order all necessary food scheduled events
- Coordinate with guest service supervisor to ensure cleanliness of party room, front tables, lockers
- Coordinate with the Director of Operations to ensure scheduled coverage for upcoming events

Guest Interaction and Outreach:

- Assist in the facilitation of groups onsite
- Connect with organizations and schools to increase group and event bookings to meet goals
- Opportunities to plan and organize new aquarium events
- Opportunities to participate in offsites and fairs to promote the aquarium

General Qualifications:

- Possess a friendly, outgoing, positive and patient attitude
- Excellent written and oral communication skills
- Attention to detail
- Possess excellent organizational skills
- Ability to multitask and juggle multiple projects
- Proficiency in Microsoft Office
- Assist other departments as needed for cross utilization of skills and manpower
- Achieve department revenue goals
- Adhere to all policies and procedures of the Aquarium