

GROUP SALES MANAGER

The Nido & Mariana Qubein Children's Museum opened a year and a half ago in downtown High Point and has welcomed more than 275,000 guests. The Qubein Children's Museum was named North Carolina's Visitor Attraction of the year by The NC Travel Industry Association. Opinions of our staff are valued and appreciated as our new museum continues to grow and build on our knowledge and successes.

We are looking for an enthusiastic professional who enjoys providing excellent customer service and being part of a dynamic team.

Job Description

This position ensures that groups, especially field trips and birthday parties, enjoy a seamless registration, payment and entrance process to the children's museum.

This is achieved through clear, friendly contact through phone and email correspondence before the visit. The goal is to ensure our visitor groups have a clear understanding of what to expect and come ready to discover and enjoy all the museum has to offer.

Job Responsibilities

Serve as the primary contact for scheduling, taking payments and communicating with group visits.

Respond to customer questions with prompt professionalism and respectful care.

Communicate logistics, policies, and plans of all group visits and programs with our leadership team and staff.

Assist with all museum reservations and group sales through the front desk point-of-sale system.

Provide support, training, and delegate tasks as appropriate to Discovery Guides assigned to assist with field trips, birthday parties and programs.

Organize and manage internal calendars to share across departments, noting busy dates and black-out days.

Assist in gathering feedback for group events.

Knowledge, Skills and Ability

Proficient with Microsoft Office and Google Suite

Strong verbal and written communication skills to interact clearly with customers, vendors and other employees

Strong organization skills to keep accurate records and find important information quickly

Proven ability to initiate, prioritize, organize and complete multiple tasks in a timely manner with strong attention to detail

Patience and listening skills to respond appropriately and interact positively with customers

Understand when to request help from leadership team

Expert interpersonal skills to create a pleasant experience for all customers and staff

Thrives in a fast-paced, collaborative work environment

Flexibility and ability to adapt to change

This job description is not intended to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties and responsibilities may change at any time.

Before hiring, a thorough background check will be completed

This is a full-time hourly position, averaging about 36 hours a week.

We provide accrued time off and a health care stipend.

Please send a letter about yourself and your resume to mward@QubeinChildrensMuseum.org

GROUP SALES COORDINATOR JOB DESCRIPTION DETAIL

Position summary

This position coordinates all group visits to ensure superb customer satisfaction.

Serves as our primary contact for scheduling, sales, registration, welcoming and checking in guests, collecting payments for field trips. Provide support for birthday parties and ticketing questions. Respond to customer questions in person, phone and email correspondence with professional and respectful care.

Works with the goal of making this museum the best field trip destination in North Carolina for students and teachers and chaperons.

Communicate logistics of group visits and programs with leadership team and staff.

Provides support to assist in all museum reservations and sales.

Works directly with visitors to answer inquiries and problem solve.

Answers phone during scheduled times to assist customers.

Provide support, training and delegate tasks as appropriate to Discovery Guides assigned to assist with field trips, birthday parties and programs.

Organize and manage internal calendars to share across departments, noting busy dates and black-out days.

Assist in gathering feedback for group events, especially field trips and birthday parties.

Assist with the front desk point-of-sale system and assist in countdown of registers as needed.

Answers phone during scheduled times to assist customers.

Provide support, training and delegate tasks as appropriate to Discovery Guides assigned to assist with field trips, birthday parties and programs.

Organize and manage internal calendars to share across departments, noting busy dates and black-out days.

Assist in gathering feedback for group events, especially field trips and birthday parties.

Assist with the front desk point-of-sale system and assist in countdown of registers as needed.

Provide support, training and delegate tasks as appropriate to Discovery Guides assigned to assist with field trips, birthday parties and programs.

Organize and manage internal calendars to share across departments, noting busy dates and black-out days.

Assist in gathering feedback for group events, especially field trips and birthday parties.

Create and analyze monthly registration reports and metrics including month end reports:

Reports to include:

Number of birthday parties scheduled ahead/ available (not scheduled)

Number of birthday parties hosted, revenue for each

Field trips scheduled for each month

Revenue of field trips scheduled

Work about one weekend a month, assisting MODs in parties, responding to calls, countdowns, opening and closing.

Assist Education director in building promotional and informational materials for group visits: printed, online, social media, website, etc.

Primary Responsibilities for field trips:

Coordinates and reserves field trip visits including: arrival, entrance, lunch, programmatic itinerary, and departure.

Works to strengthen and develop new field trip add-on programs with the Director of Education and Programs

Provide exceptional guest service – greet, direct, and actively assist visitors, as well as resolve customer concerns following policies and procedures

Interact with students, teachers, and chaperones during museum visit and serve as the main point of contact. This includes following the welcome script, reviewing rules and lunch times and meeting times with the chaperones.

Assists teachers and bus drivers in getting lunches and coolers to designated areas and ensures lunch areas are clean and safe for each group

Calls and follows up with field trip contacts regarding payments and plans

Send out reminder emails regarding visit date, arrival time, policies, and balance due.

Ensures all field trips over 100 people receive an extra phone call to review policies.

Ensures one-pager is mailed out 12 days before field trip.

Adds field trip summary to staff updates before Monday evening

Announce the upcoming field trips over the radio to inform staff about the day's field trips

Maintains accurate records of attendance and payments in groups in Altru

Maintains accurate records of problems experienced in records

Maintains accurate records of reasons for cancellations/postponements

Other responsibilities:

Steps in to assist in all areas (zones) of the museum as needed

Ensures a positive workplace environment dissuading negative chatter and encouraging a culture of supportive, understanding, and compassionate communications

Assists the Director of Education in the organization of weekly programs

Works to strengthen leadership skills in all Discovery Guides by encouraging a solution-finding culture

Collaborates with Discovery Guides to assist in leading daily pop-up programs

Spend about one hour per week, maintaining and improving the Hall of Mysteries Exhibit.
Provide training to Discovery Guides to improve their understanding of the Hall of Mysteries Exhibit.

Knowledge, Skills and Ability:

- Proficient with Microsoft Office and Google Suite
- Strong verbal and written communication skills to interact clearly with customers, vendors and other employees
- Strong organization skills to keep accurate records and find important information quickly
- Proven ability to initiate, prioritize, organize and complete multiple tasks in a timely manner with strong attention to detail
- Patience and listening skills to respond appropriately and interact positively with upset customers
- Understand when to request help from leadership team
- Expert interpersonal skills to create a pleasant experience for all customers and staff
- Thrives in a fast-paced, collaborative work environment
- Flexibility and ability to adapt to change