

PLIMOTH PLANTATION JOB DESCRIPTION

Department: Group Sales
Job Title: **Group Sales Coordinator**
Reports to: Manager, Group Sales
FLSA: Non-Exempt
Position: Full-Time / Year-round
Supervises: None

Position Summary:

The *Group Sales Coordinator* will support the Museum's inside sales function to include the scheduling of group reservations for admission, special events, and promoting other Museum programs including educational programs, dining and retail services. Working collaboratively with Guest Services, Education, as well as other Museum staff and services, this position will be the lead for group receiving at all museum locations to ensure that group needs and visits are accommodated and receive excellent customer service.

Responsibilities:

- Provide consistent excellent customer service to all who contact the Group Sales office in a timely fashion. Provide friendly and welcoming presence for guests and coworkers in all public spaces within the Museum.
- In support of sales, coordinate with the Group Sales Manager to perform all necessary operational duties related to selling and scheduling of admission at all Museum exhibit locations including: answering and replying to phones and emails, explaining and up-selling of museum programs including dining, education and retail, contracting group admission, issuing confirmations, reconfirmations, cancellations, processing of deposits and payments, end of day reconciliation and reporting, notification and processing of café vouchers, record-keeping, processing and monthly reporting of pre-purchased tickets, and communicating with other departments to facilitate customer requests.
- Maintain good communications with Guest Services to ensure seamless customer service in receiving group visits. Work collaboratively with Plentiful Catering and Event staff regarding guests' dining needs as well as Retail and Education Department staff, and convey specifics daily to group receiving staff to provide full customer service on arrival.
- In support of group receiving, lead Guest Services staff through training and on-site support to welcome groups and pre-purchased ticket guests. Work with the Group Sales Manager to develop and present ongoing training modules for front line staff (Guest Services) to provide excellent customer service to groups and pre-paid ticket guests.
- Provide daily communication to on-site exhibit staff and other front-line staff including Retail, Dining and Museum Experience Group regarding anticipated group visitation.
- Support the Museum's mission, vision, core values, and customer service philosophy.
- Perform other duties as assigned by the Manager, Group Sales.
- Always maintain a cheerful, professional and helpful attitude.
- Anticipate and provide for the many various needs of our guests.

This description is not intended to be a complete list of all responsibilities, duties, skills, requirements or working conditions associated with the job. While this is intended to be an accurate reflection of key responsibilities of the job as it is at present, management reserves the

right to revise the job or to require that other or different tasks be performed as assigned. This job description may be reviewed by management at any time either to ensure that it relates to the job currently being performed, or to incorporate changes. Management reserves the right to change a job description; and if/when doing so will discuss with the employees concerned so that any changes are understood by employees

Qualification requirements:

As the first point of contact for the Museum, strong customer service skills and impeccable attention to detail are a must. The ideal candidate must have an interest in the travel and tourism industry, be organized, self-motivated, resourceful, creative, energetic and able to multi-task. Individual must be able to work as a member of a team - receiving direction and providing leadership. Solid decision making skills are a plus. Experience in business office, sales and scheduling preferred. Proficiency with Microsoft Office programs is required.

REQUIRED SKILLS

The skills, knowledge, abilities and personal characteristics that are essential to this job are:

- Excellent communication skills (verbal and written). Ability to communicate skillfully with a wide range of people from different cultural and social backgrounds.
- Excellent interpersonal skills.
- Strong organizational skills, attention to detail and demonstrated ability to manage multiple priorities.
- Ability to work with several different internal teams - receiving direction, and providing leadership.
- Capability to solve practical problems, to establish priorities, and to accomplish tasks in order of importance.
- Ability to develop and manage timelines to meet deadlines.
- Talent to work independently, without direct supervision.
- General business office knowledge, process of deposits, payments and reconciliation.
- Proficiency with Microsoft Office programs.
- Interest in the travel and tourism industry, and passion for selling the museum products.
- Capacity to analyze, synthesize and accurately discuss varied historical sources in the course of selling the museum products.
- Personal accountability, honesty and courtesy.
- Reliability, dependability and punctuality.
- Patience and imperturbability.
- Ability to coordinate vacations and personal time off at times that do not conflict with peak travel seasons, major programs or the Group Sales Manager's business travel schedule..

CORE COMMITMENT

Whether part-time or full-time, year-round or seasonal, all staff and volunteers at Plimoth Plantation advance the museum's educational mission and strategic goals; they uphold the museum's core values and principles in their work and in all their interactions with the public and coworkers. This commitment helps to ensure that Plimoth's reputation for excellence is maintained and that we, as stewards of the museum, are helping to create a relevant and sustainable future for Plimoth Plantation. The core principles that guide us in our work are:

- Safety and Comfort: Conduct yourself and your work at all times in a manner that helps to ensure the safety and comfort of all guests, staff, animals and museum property.
- Compassionate Customer Engagement: Plimoth Plantation exists to serve the public. It is their interest, goodwill and generosity that support the museum's mission. Each and every one of us commits to consistently provide our guests with the museum's unique brand of compassionate customer engagement.
- Professional Excellence: We believe in continual improvement and we strive for excellence in all aspects of our work every day. We approach our work with earnestness, vigor and the express purpose of providing enriching experiences for our guests.
- Practice Personal Accountability. Within the scope of your position, be personally accountable for improving the guest experience and for creating a rewarding, enjoyable workplace for yourself and your colleagues.
- Advance a Culture of Philanthropy: In addition to earned revenue, Plimoth Plantation relies on support income (fundraising) from a variety of sources. This includes individual donors, private foundations and government agencies. Philanthropy strengthens and sustains the Museum.
- As a 501(c)(3) charitable organization, it is essential that staff at all levels of the organization understand Development as a vital tool that advances the Museum's mission, strategic objectives and highest ideals.
- Teamwork: We value the satisfaction and fun that comes from working together toward a common goal or vision. Each of us takes responsibility for creating a collaborative, competent, cooperative environment and ensures that every team member has the opportunity to contribute to the success of the team.

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