

Children's Discovery Museum
Visitor Engagement Representative

Status: Full-time, non-exempt

Grade: 5

Schedule: Wednesday - Sunday

Reports to: Director of Marketing & Communications

Summary Description

Under the general direction and reporting to the Director of Marketing & Communications, the Visitor Engagement Representative serves to support information and customer service for visitors, schools, camps and other child-serving organizations; youth, their parents, and youth groups. The Visitor Engagement Representative is responsible for data collection and management of COVES surveys in-person with visitors on a daily basis. This person will be cross-functionally trained in group reservations and also provides go-to technical support for recording and troubleshooting the sales functions in the Museum's data management system Altru. Candidate will be required to learn the communications process with customers and properly handle general admission ticket questions and make changes in the ticketing system as required. This position also provides data management in the non-profit integration software Omatic which will be learned during training. In addition, the Visitor Engagement Representative supports off-hours events and community outreach programs. As a member of the marketing team, the Visitor Engagement Representative provides information, opinions and data to support group marketing initiatives and general marketing support for events and campaigns.

Primary Responsibilities

Position is focused on task, follow-through, and high customer interaction. Judgement in day to day problem solving and service is required. Expectations and experience described below.

- Outgoing personality and not afraid to approach visiting families on the museum floor. Trained to implement survey process in-person (Extensive on-the-job training of the survey process will be provided).
- Understand the complexities of the CRM software and how to pull reports as required.
- Responds to incoming requests for standard reservations, group reservations, youth programs registrations on a timely basis via phone or email
- Prepares collateral used to confirm/bill, etc., including website information
- Provides go-to technical support for recording Sales information into Altru, including setup of pricing and discounts, system adjustments, running deposits, and troubleshooting
- As a member of the Development & Marketing team, supports implementation of any/all community engagement events, cultural celebrations and the annual gala
- Provides occasional break relief for receptionist

Education/Experience

Any combination of education or experience providing the required knowledge and skills are qualifying. Minimum employment standards are:

- Completion of high school or equivalent
- 1-2 years comparable administrative experience
- Excellent data entry skills – accuracy and speed high priority
- Excellent communication skills – verbal and written
- Ability to handle large volumes of incoming requests
- Extremely well organized and capable of establishing infrastructure to support process
- Excellent judgment to handle varied requests
- Information systems skills a plus

- Bilingual Spanish or Vietnamese a plus

This job description should not be construed to imply that these requirements are the exclusive standards for this position. Incumbents will follow any other instructions, and perform any other related duties as may be required by his or her supervisor. Children's Discovery Museum is an at-will, equal opportunity employer.

Updated 6/8/2023