



11.5.18

Job Description

BOOKINGS COORDINATOR

POSITION REPORTS TO

Director of Marketing & Public Relations

POSITION SUMMARY

The Bookings Coordinator assists with day-to-day coordination of all events hosted at the Museum. As the contact for educational experiences, tour and group activities, the incumbent plays a significant role in promoting the Museum and maximizing opportunities for expanded exposure and interaction with the community, while providing excellent service for internal and external customers who interact with the Visitor Experience area.

ESSENTIAL FUNCTIONS

- ✓ Provides a hands-on approach to the delivery of all Museum public events and experiences, including entering bookings into the system accurately and in accordance with procedures, responding to email and phone inquiries, coordinating the return of contracts, invoicing, and preparing any supporting documentation
- ✓ Serves as contact person for events, educational experiences and tours
- ✓ Promotes visitor relations through courteous, timely and accurate interaction with all groups and educational organizations.
- ✓ Ensures that teachers, group leaders and clients are fully prepared for their visit and have received their relevant information in advance of the event or visit
- ✓ Coordinates the set-up and breakdown of events, and attends events when necessary
- ✓ Welcomes guests and may conduct tours of the facility
- ✓ Creates and modifies various documents using Microsoft Office
- ✓ Create and maintain events calendar
- ✓ Assist with communication of events through social media, website, newsletter, and community calendars
- ✓ Performs related duties as assigned

QUALIFICATIONS

- ✓ Bachelor degree in marketing, communications, education or related field preferred
- ✓ Minimum one year event planning experience, related volunteer experience, or related and in-depth internship experience
- ✓ Excellent communication skills, including the ability of listening, writing and speaking effectively.
- ✓ Planning and organizing ability
- ✓ Problem solving ability and flexibility to multi-task and make adjustments to accommodate unanticipated changes
- ✓ Interpersonal skills
- ✓ Teamwork
- ✓ Excellent customer service attitude and skills
- ✓ Knowledge of Microsoft Office
- ✓ Attention to detail in a fast paced environment

Please email cover letter, resume, salary requirements, and references to:

info@exploreandmore.org

Or please mail to:

Explore & More
300 Glead Avenue
East Aurora NY 14052