

Job Description

POSITION: Groups and Education Booking Coordinator

REPORTS TO: Manager of Sales and Development

SUMMARY: The Groups and Education Booking Coordinator position is responsible for managing group bookings in their entirety, working with the Manager of Sales and Development to promote the Museum to Groups and Education segments, optimizing booking inquiries, and endeavoring to maximize booking revenues in accordance with pricing strategies and operations ability to deliver tours. Over 300 bookings a year are processed in this role, including visitation by over 10,000 students. The Group and Education Booking Coordinator works closely with the Education Department around school program analysis, development support and communications.

ESSENTIAL DUTIES

- Administer and manage the group booking system; generate reports, keep customer information up to date, keep booking system up to date
- Administer and manage the sales process – understand customers’ needs, be responsive to and endeavor to convert inquiries, endeavor to maximize revenues with upselling tactics, communicate specific client needs to operations, share feedback
- Attend tradeshows to help attract teachers to book field trips
- Manage website content and updates for the Group and Education segments
- Provide a high standard of customer service by being responsive to inquiries, accurate with booking availability and details, and knowledgeable about program content and delivery
- Work with management to endeavor to optimize booking availability in accordance with operations’ ability to deliver
- Maintain contact with key accounts through regular communications when required
- Be an active participant in and implementer of cross departmental communications
- Liaise with the Curator and Operations Manager to conduct customer service satisfaction and visitor experience studies as required
- Perform administrative tasks as they relate to your key responsibilities, and support the Manager of Sales and Development when required

RESPONSIBILITIES AND EXPECTATIONS

- Responsible for proactively pursuing bookings after initial inquiry and promoting the Museum at all times through the booking process
- Follow up with contacts after visit to obtain feedback and secure future bookings
- Responsible for keeping the Operations Department informed of upcoming bookings via the booking system, and liaising about bookings as appropriate with the Operations Manager/Operations Supervisor/Weekend Supervisor/Education Coordinator/Lead Interpreter to help them ensure that bookings are conducted to the guests’ satisfaction.
- Expected to participate in the development of strategies around optimizing revenues and visitation from the group segment
- Make recommendations for changes in policy or procedures which will improve sales booking systems and processes
- Able to optimize bookings and maximize revenues while not compromising Operations or Admissions ability to deliver

REQUIRED EXPERIENCE AND QUALIFICATIONS

- College level certification in Tourism, Business, or other related field, and/or equivalent experience
- Tourism industry experience in an administrative role
- Experience in a Not For Profit organization is an asset

SKILLS AND ATTRIBUTES

- An effective communicator with above average organizational and communication skills
- Minimum of 5 years' experience in Sales or the Hospitality Industry considered an asset
- Excellent interpersonal skills with the ability to work both independently and within a group environment
- Self directed and adaptable; able to work without supervision to achieve goals and targets, and manage time efficiently so as to meet deadlines
- The ability to deal with any situation in a courteous and professional manner with a positive outcome for all involved
- Proven salesmanship ability
- Fantastic customer service skills and high expectations for quality
- Demonstrated high energy level and flexibility, pleasant persona coupled with sound judgment
- Good time management skills with ability to maintain focused while multi-tasking within a fast paced environment.
- Effective computer skills including knowledge of all windows based applications including Office, Excel and Outlook. Knowledge of Access an asset

GENERAL INFORMATION

- \$20-\$24 per hour depending on skills and experience
- 4 days a week
- Normal working hours are between 9:00am and 5.00pm
- Permanent staff will be on a 3 month probation
- The Chamber of Commerce Group Insurance Plan is available for permanent employees over 20 hours per week. The employee is eligible for the package after 3 months of successful probation

ABOUT THE MUSEUM

The Britannia Mine Museum is governed by the Britannia Mine Museum Society. This Society is a non-profit organization, established in 1971 to preserve the material and social history of mining in British Columbia, and to educate the public about mining. It is a registered charity. The organization receives no government funding and relies on revenues, grants and donations for its operating costs. There are 21 buildings and structures, 7000 artifacts and 18,500 archival photos and documents in the care of the Society. We currently see around 76,000 visitors a year. Our visitors come from both local and tourism sectors, and we attract all ages.

APPLYING

To apply, please email your résumé to:
Tamsyn Jenkins, Manager of Sales and Development
tjenkins@bcm.ca

Closing date for applications: March 17th, 2017