



<b>What's Your Engagement Title</b>	<b>TBD</b>	FLSA Class	Non-Exempt
<b>Traditional Job Title</b>	Visitor Service Reservationist	Type	Regular, Full-Time, Hourly
<b>Reports to</b>	Director, Audience Concierge	Travel	N/A
<b>Department</b>	Audience Concierge	Note	Must work some weekends



**OUTCOME ACCOUNTABILITY: EMBODY MISCI AS A SPARK HUB & NEIGHBOR FOR OUR GUESTS, OUR PARTNERS AND OUR FELLOW TEAM MEMBERS. WE VALUE AND CREATE SPARKS OF IMAGINATION AND CREATIVITY WITH STEM; WE VALUE OUR ROLE AS A HUB AND FOR HANDS-ON, TRANSFORMATIVE EXPERIENCES THAT INSPIRE CONFIDENCE AND DISCOVERY AND WE ARE A MAGNET FOR STEM EXPLORERS, KID AND ADULT; WE VALUE OUR ROLE AS A NEIGHBOR TO OUR VISITORS AND TO EACH OTHER, CREATING AN ENVIRONMENT OF WELCOME, SUPPORT, AND DYNAMIC CREATIVITY.**

**DISPLAY PASSION AND ENTHUSIASM WHEN DESCRIBING EACH SCIENCE CENTER AMENITY AND PROGRAM AND PERFORM THESE CORE ROLES:**

- Booking and confirming groups, scouts, birthday parties and traveling science reservations into current CSRM system
- Assume responsibility for group arrival and departures in current CSRM
- Respond to departmental needs for meeting, greeting and escorting to groups to the designated area for their expected science center experience
- Establish and maintain a professional working relationship with group contacts (i.e. teachers, administrators) and science center staff
- Seek out supervisor advisement when responding to unexpected requests from reservation contacts
- Have a good understanding of the group orientation, locations and timing of the activities as to provide professional assistance and support
- Manage groups' arrival and departure information, venue destinations, and all other amenities that may be required for group visits
- Answering phones; maintain strong communication with all staff
- Ensure that work area is clean, secure and well maintained
- Generate close out reports for reservations payment received and posted
- Generate daily visitation reports
- Set tour appointments for potential birthday parties and group visitations site visits, Monday-Friday between the hours of 11am-2pm
- Maintaining frequent communication with Visitor Services management team regarding scheduling for all visitations by groups, traveling science, scouts and birthday parties

**QUALIFICATIONS AND EDUCATION REQUIREMENTS:**

- Previous customer service experience a must; Three (3) years of related work experience preferred
- Ability to work independently and with a team
- Strong Computer skills
- Familiarity with museum environment preferred
- Friendly, pleasant and outgoing; Positive attitude toward visitors, school groups and colleagues
- Well organized; Able to multi-task; Detail-oriented a must
- Self-directed, the ability to take responsibility and accountability, making sound and viable decisions
- High school diploma required.
- Strong verbal and written communication skills.
- Must not have legal restrictions on working w/children.

**PHYSICAL DEMANDS:** WALK ~5-8 MILES/DAY, LIFT ≤40 LBS. FREQUENTLY, AND STAND ~6-8 HRS/DAY, WITH FREQUENT KNEELING, BENDING, TWISTING; HANDLE MONEY AND CREDIT CARDS ETHICALLY AND HONESTLY. WE HAVE A HANDICAPPED-ACCESSIBLE FACILITY WITH ELEVATORS AND RAMPS AND WILL ACCOMMODATE AS NEEDED UNDER AMERICANS WITH DISABILITIES ACT. WE ARE AN EQUAL-OPPORTUNITY EMPLOYER.

**\*HOW DO YOU CREATE MOMENTS TO IGNITE A SPARK, BUILD ATTRACTION TO OUR HUB, AND BE A NEIGHBOR FOR MISCI:**

- You Ignite SPARKs when you smile at every guest who is within 10' of you.
- You attract people to our HUB when you suggest a different way of using a toy, tool, or kit.
- You are a NEIGHBOR when you greet a wheelchair-bound, elderly visitor by asking "What's the coolest scientific change you've seen in your lifetime?"

Applications: Submit your cover letter and resume to [applications@mi-sci.org](mailto:applications@mi-sci.org) or fax to 313-494-5342. No phone calls please.