



## Booking Specialist

**Reports to:** Program Growth and Fulfillment Manager  
**Status:** Part-Time; Non-Exempt

### ABOUT THE OCEAN INSTITUTE

The Ocean Institute has recently redefined its future through a newly developed strategic plan that includes the newly defined priorities of research, education, conservation and excellence. Located on the waterfront in Dana Point Harbor, the Ocean Institute is a federally recognized 501c3 nonprofit. Working at the Ocean Institute offers a unique educational environment and ability to show your appreciation for the ocean. Its enviable location creates the opportunity to build meaningful bonds within the community, as well as inspire and influence future stewards of the ocean. The Ocean Institute's mission "Using the ocean as our classroom, we inspire children to learn", allows anyone with a passion for the ocean to utilize their skills in a positive, productive environment.

### GENERAL DESCRIPTION

Under the direction of the Program Growth and Fulfillment Manager, the Booking Specialist supervises the operation and maintenance of quality of the Ocean Institute's program and facility venue rentals. The Booking Specialist has a lead role in all aspects for the successful completion of educational and facilities venue rentals reservations.

### REQUIREMENTS/QUALIFICATIONS

- Must be articulate and have excellent writing skills.
- Very computer literate, familiar with Microsoft Word, Excel, PowerPoint, and other software programs.
- Must possess a high sense of urgency, strong initiative, multitasking capability, customer centric attitude, and a high attention to detail.
- Ability to work independently and in a team, while maintaining a high standard of excellence in task completion.
- 1-2 years of experience working in customer service.
- 1 year of reservation experience preferred.
- High School diploma or equivalent required.

### ESSENTIAL FUNCTIONS

- Fulfills essential functions and responsibilities of an Ocean Institute Booking Specialist.
- Works diligently to fulfill all reservation requests including but not limited to:
  - Educational Programs
  - Facilities Venue Rentals
- Communicates with other departments and Event Management Firm on status of reservations and facility use.
- Responds quickly to changing responsibilities.
- Perform data entry for extended periods of time.
- Update customer database using Raiser's Edge, Xola, Eventbrite, and a custom-built program database, Starbase.

- Responsibilities include, but are not limited to:
  - Identifies, addresses, and helps to resolve problems that deal with equipment, maintenance, emergencies, facility use, and program scheduling.
  - Effectively communicates program information to teachers and customers.
  - Works as a team member with other staff, volunteers, outside contractors, and the public in a positive and appropriate manner.
  - Upholds Ocean Institute and departmental policies and procedures.

Other duties as assigned by Program Growth and Fulfillment Manager.

## OTHER

- May be required to work overtime to complete work or projects.
- Meets all applicable safety requirements for the position and work environment.
- Completes other duties as assigned.

## PHYSICAL & MENTAL REQUIREMENTS

PHYSICAL REQUIREMENTS	Amount of Time			
	None	Under 1/3	1/3 – 2/3	Over 2/3
Standing		x		
Walking		x		
Sitting				x
Stooping/Bending		x		
Using hands to finger, handle or feel (computer operation)				x
Reaching with hands and arms			x	
Lifting of up to 20 lbs		x		
Talking and hearing	Clear speech and good hearing both face to face and on the phone; hears well in noisy social environments			
Seeing	Clear vision at 20 inches or less with or without corrective lenses; vision sufficient to drive motor vehicles safely with or without corrective lenses			

### Work Environment & Exposures:

Position may require occasional exposure to fumes or airborne particles, vibration and loud noise levels. Will be exposed to varying weather conditions, soil, pollen, grass and plant materials and fertilizer while working; will be exposed to cleaning solutions of home strength; may be exposed to industrial strength solutions for pest control, paints or solvents.

**HAZARDS:** Occasionally exposed to biohazards such as cleaning agents, pesticides, etc.

**EQUIPMENT USE:** Computer, copy machine, fax, scanner, keyboard, ten-key, postage meter, etc.

**ACKNOWLEDGMENT**

I, (print name) \_\_\_\_\_ have read and understand the above job description and agree to comply with and be subject to its conditions. I understand that the Organization reserves the right to delegate, remove, expand or change any and all responsibilities listed above and will inform me of any such change. In addition to the job duties above I agree to abide by the Organization’s policies contained in the Employee Handbook or other policy documents provided to me. I certify that I can perform the duties of this position with or without an accommodation.

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**Employee Signature**

**Date**

**Approvals:**

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**Manager**

**Date**