

Guest Services Coordinator

Reports to: Director of Public Programs
Status: Non-Exempt, Full-Time
Supervises: Front Desk Staff & Booking Specialist

GENERAL DESCRIPTION

Under the direction of the Director of Public Programs, the Guest Services Coordinator supervises the operation and maintenance of quality of the Ocean Institute's front line guest services. The coordinator has a lead role in all aspects for the successful completion of reservations by guest services for public programs, including, but not limited to: summer camp reservations, whale watching, tall ship sails, and membership purchases. The Guest Services Coordinator is the back up to front desk staff when additional customer assistance is needed and will work with fellow Guest Services Staff, the Gift Store Manager, and the education leadership team to maintain the reservation calendar and software systems. The coordinator also works with the Director of Public Programs and Gift Shop Manager to ensure that customers are being served in a timely and professional manner. In addition, the coordinator takes a leadership role during special events as needed.

REQUIREMENTS/QUALIFICATIONS

- Current certification in First Aid and CPR.
- Must be articulate and have excellent writing skills.
- Able to manage and provide strong leadership to staff.
 - Very computer literate, familiar with Microsoft Word, Excel, Outlook, Access, and PowerPoint, Raiser's Edge, various databases and internet 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 experience working in customer service.
- 1 year reservation experience preferred.

ESSENTIAL FUNCTIONS

- Fulfills essential functions and responsibilities of an Ocean Institute coordinator.
- Works diligently to fulfill all reservation requests including but not limited to:
 - Summer Camp bookings
 - Internal facility reservation requests
 - Public Whale Watching Cruises
 - Public Tallship Sails
 - Special Events
- Communicates with other departments on status of reservations and facility use.
- Answer customer inquiries and greet all guest in a professional and gracious manner.
- Greets and checks-in guests for school programs, camps, and public programs. Collects records and payment.
- Responds quickly to changing priorities.
- Perform data entry for extended periods of time.
- Update customer database using Raiser's Edge, Xola, Eventbrite, and a custom-built program database.
- Create manifests for public programs.
- Coordinates with the Volunteer and Weekend Manager to ensure Weekend Guest Services Staff are trained and prepared for the weekend's events

- Trains staff on reservation systems and protocols
- Coordinates with staff including, overseeing scheduling, communication, and project management with the supervision of the Director of Public Programs.
- Responsibilities include, but are not limited to:
 - Identifies, addresses, and helps to resolve problems within Guest Services including those 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 to ensure the success of the programs and to create a positive work environment.
 - Communicates with staff, volunteers, and the public in a positive and appropriate manner.
 - Actively promotes membership to our visitors.
 - Upholds Ocean Institute and departmental policies and procedures.
- Other duties as assigned.

EQUAL OPPORTUNITY EMPLOYER

Ocean Institute provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Ocean Institute complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Ocean Institute expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of Ocean Institute's employees to perform their job duties may result in discipline up to and including discharge.

TO APPLY

Email your resume and cover letter to Director of Public Programs, Alexandra Latona at alatona@oceaninstitute.org