



**Guest Services Coordinator  
Job Description**

<b>Department:</b>	Guest Services	<b>Supervisory Role:</b>	Yes
<b>Reports To:</b>	Director of Public Programs	<b>FLSA Status:</b>	Non-Exempt

**ABOUT THE OCEAN INSTITUTE**

The Ocean Institute (OI) has redefined its future through a newly developed strategic plan and priorities that include research, education, conservation and excellence. Located on the waterfront in Dana Point Harbor, the Ocean Institute is a federally recognized 501c3 nonprofit. Working at OI offers a unique educational environment and ability to demonstrate 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. OI’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.

**JOB SUMMARY**

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 education programs, including, but not limited to: summer camp reservations, whale watching, tall ship sails, school programs and membership purchases. The Guest Services Coordinator is the back up to front desk staff when additional customer assistance is need and will work with fellow Guest Services Staff, the Gift Store Manager, and the Director of Public Programs 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 as lead weekend guest services representative on weekends and during special events as needed.

**ESSENTIAL DUTIES & RESPONSIBILITIES**

- Fulfills essential functions and responsibilities of an Ocean Institute coordinator.
- Manages front desk operations including cash handling, customer service, end of day reporting, and staff.
- Serves as central coordinating point for all on-site visitors.
- Works diligently to support the work of Sales Coordinators and booking specialist 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
  - School programs
- Communicates with other departments on status of reservations and facility use.
- Answers 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 program database.
- Create manifests for public programs.

- Coordinates with education directors and managers to ensure Guest Services Staff are trained and prepared for the upcoming programs and events.
- Trains staff on reservation systems and protocols
- Coordinates guest services 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.

### **EDUCATION, EXPERIENCE AND QUALIFICATIONS**

- 1-2 years experience working in customer service.
- 1 year reservation experience preferred.
- Bachelor's degree in hospitality or related field required.
- Able to manage and provide strong leadership to staff.
- 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.
- Current certification in First Aid and CPR.
- Must be articulate and have excellent writing skills.

### **COMPUTER & EQUIPMENT SKILLS**

- Skilled in database management, reporting, and can work in a variety of different programs
- Very computer literate, familiar with Microsoft Word, Excel, Outlook, Access, and PowerPoint, Raiser's Edge, various databases and internet programs.

### **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 [alatona@oceaninstitute.org](mailto:alatona@oceaninstitute.org)