

Job Title: Reservations Coordinator

Reports to: Director of Education

Job Status: Part time, weekdays

Pay Classification: Non-exempt

Job Summary: The Reservations Coordinator manages the advance registration and payment for all group visits to the museum, including school groups. This job involves administrative management of all aspects of school field trips, as well, as collaboration with a diverse group of education staff, volunteer docents and education interns. The Coordinator offers guidance to customers, including choosing from the best course selections and best times to visit, to general information about the museum experience, and arrival and departure logistics. The Coordinator also documents and processes the registration and payment in our online point of sale and reservation system, documents and disburses the group schedule, manages the payments, including deposits, and final payment prior to visit and any special circumstances. This information is made available to museum staff. Additionally, this position returns customer calls regarding all online registrations including Academic Adventures, Camps, and Scouts.

Duties and Responsibilities:

- Knowledgeable about all museum programs and educational offerings, current exhibits, and camps in order to maximize buy in by the customer.
- Collects information to expand the marketing outreach to schools and organizations.
- Communicates with Education Program Managers pro-actively about potential scheduling conflicts
- Follows registration protocol and reinforces the protocol with the customer.
- Executes online program registration and oversees all registration components in a timely, professional manner.
- Maintains ongoing contact to groups for questions about payment, schedule, and logistics.
- Consults with the Education staff on staff availability for visits and sets the daily rotation schedule accordingly.
- Creates written confirmation of group size, payment and purchases for the customer and program staff.
- Returns calls regarding group visits, school field trips, camp, Academic Adventures, and Scouts and is accountable for communicating with appropriate staff to answer questions and resolve online registration problems with the assistance of IT.
- Conducts program evaluation that captures customer feedback.

- Meets with Museum Facilities for any building facility management needed to support programming.
- Keeps accurate count of program attendance.
- Pro-actively communicates with other departments as needed to ensure use of museum space is well managed across programs to support positive customer relations.
- Collaborates with Education leadership to develop a field trip experience guide each season.

Qualifications:

- Bachelor's degree.
- Bilingual in Spanish a plus. Because a large percentage of the students in HISD are English language learners (and the majority of those, Latino), we are seeking someone who is bilingual and able to communicate comfortably with kids and adults in Spanish.
- Comfortable working and learning new technologies on the job with strong knowledge of the MS Office Suite especially Excel.
- This candidate must be enthusiastic, efficient, organized and a self-starter who possess a high degree of initiative. They also must possess excellent written and verbal communication skills.
- The ability to maintain organization and a working knowledge of various projects at the same time.
- Comfortable working within a team of educators and willing to think through logistical problems that may arise.

The John P. McGovern Museum of Health and Medical Science (The Health Museum) was founded in 1996. It is the only Museum in the country dedicated to health and wellness and is the only Museum in the Houston Museum District that has been awarded the Smithsonian Affiliate designation.

Our mission is to foster wonder and curiosity about health, medical science and the human body. We offer transformative learning opportunities for all ages that are multi-sensory and engaging. The Health Museum's core values—inspirational, evidence-based, and individualized—function as a vital part of our long-term strategy of growth, expansion to reach new audiences, and empowering healthier living.

Interested in learning more? Please send your resume and cover letter to us at:

HR@thehealthmuseum.org