

Reservations Specialist

Grade: 3

Reports to: Customer Service Manager

Job Status: Non-Exempt, Full-Time

Department: Customer Service Center

Approval Date: August 2019

Job Summary:

This position serves as a general information source for the Aquarium and is the primary contact for incoming phone calls. Additionally, this position manages group reservations and advance ticket sales. Provides customer service to guests during their visit to the Aquarium. Efficiently works with cash handling and computerized ticketing system.

Essential Functions:

- Answers phone calls into the Customer Service Center, including general information, payments and reservations.
- Enters transactions and reservation information into ticketing system.
- Processes payments and contracts through ticketing system.
- Responsible for balanced, daily closeout. Adheres to the South Carolina Aquarium Cash and Cash Equivalent Handling Policy.
- Enters complimentary reservations and fulfills complimentary ticket requests according to policy.
- Processes all outgoing mail for the Aquarium.
- Places confirmation calls and collects group reservation payments according to schedule.
- Enters data and updates client information in ticketing database.
- Assists with Aquarium sales efforts as directed.
- Adheres to the South Carolina Aquarium Policies & Procedures.

Other Duties and Responsibilities:

- Supports the mission by participating in Aquarium sponsored programs and events on a regular basis.
- Maintains a pleasant and professional attitude at all times. Customer service and quality assurance are priority.
- Organizes and maintains call center files.

Knowledge, Skills, and Abilities:

- Professional, customer-oriented individual with excellent telephone skills. As a voice of the Aquarium, this person will often be the first contact that someone has with the Aquarium and it is essential that this person have a strong connection to the Aquarium's mission and goals.
- Possess excellent organizational, telephone, and communication skills.
- Microsoft Office, Outlook, and point of sale software knowledge.
- Must be flexible and have a willingness to learn.
- Required to work weekends and holidays as scheduled.

Education and Experience Required:

- High School Diploma or GED
- Reservations, ticketing, telemarketing and/or front desk experience preferred

Licenses and Certifications Required:

- Driver's License

Supervision of others:

- Not Required

Physical Requirements:

Requires average: Walking; Bending/Stooping/Crouching; Carrying (up to 50 lbs.) etc.; Lifting (up to 50 lbs.) etc.; Sitting; Kneeling; Balancing; Pushing & Pulling; Crawling

Working Conditions:

Office Environment; Some repetitive work; No travel required

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not construed to be an exhaustive list of all job duties performed by the personnel classified.

The Aquarium is an "at-will" employer, and as such, employment with the Aquarium is not for a fixed term, or definite period and may be terminated at the will of either party, with or without cause, and without prior notice.