



POSITION DATA

JOB TITLE: Reservations Specialist
DEPARTMENT: Visitor Services
REPORTS TO: Visitor Services Manager
CLASSIFICATION: Non-exempt
DATE: June 2022

POSITION OVERVIEW

The Reservations Specialist is an integral part of the day-to-day operations of the Visitor Services call center. The Reservationist Specialist will work closely with the Visitor Services management team to manage visitor communications and ensure the visitors always receive the highest quality customer service.

JOB REQUIREMENTS

- Accurately handles processing of credit cards and follows all financial policies.
- Arrives to work on time and work scheduled shifts.
- Must be available to work weekends and have a flexible work schedule.
- Adheres to uniform guidelines for all locations.
- Follows cell phone guidelines.
- Maintains a professional, safe, and secure environment for guests and staff.
- Assists in training new team members in the call center.

ESSENTIAL FUNCTIONS

GUEST SERVICE

- Answer general visitor inquiries received by phone and email in a timely manner.
- Monitor specific email boxes including but not limited to Reservations, Info Box and Family Visits.
- Handle complaints in a polite and friendly manner; forwarding specific complaints to relevant department.
- Accurately answer visitor questions, concerns, and complaints.

CASH HANDLING

- Accurately operates the POS system and its functions, including processing ticket refunds, exchanges, or other ticket changes.
- Communicates any POS errors that came up during a transaction in a timely manner.

OTHER

- Work with Visitor Services management team to fulfill ticketing requests for special events, ceremonies and/or for 9/11 Memorial stakeholders and partners as directed.
- Keep email inboxes organized.
- Assist with miscellaneous special projects in support of all 9/11 Memorial internal departments as directed.
- Attends required trainings.
- Adheres to company policies and procedures, standards and practices, regulatory compliance, and company directives.
- Provides support to other departments as needed.

REQUIRED SUPPORT FOR ORGANIZATIONAL EVENTS

- Participated in the Annual 5K Fundraiser and September 11th Commemoration, as assigned.
- Assists with other special projects and events in support of the 9/11 Memorial and Museum, as assigned.

QUALIFICATIONS/SKILLS REQUIREMENTS

- Bachelor's degree is preferred.
- Previous visitor services or admissions experience at a museum, similar attraction, or theater.
- Must have excellent guest service skills.
- Must have excellent cash handling skills.
- Must be a highly responsible, reliable, and accurate individual.
- Proven ability to take initiative.
- Excellent communications skills.
- Ability to work both as part of a productive team and independently.
- Ability to interact well with a wide range of people and personalities.
- Must be familiar with POS systems.
- Fluency in one language other than English a plus.
- Must adhere to a policy of strict confidentiality in terms of information regarding 9/11 victims, bid documents, security and life safety incidents, and labor relations.

HOW TO APPLY

- Include job title in the email subject field.
- Please indicate the location where job posting was seen.
- Please submit a resume to 911mmvsjobs@911memorial.org.
- Please visit <https://www.911memorial.org/job-opportunities>

PHYSICAL DEMANDS/WORK ENVIRONMENT

The physical demands and work environment described in this job description are representative of those that the employee will encounter and are expected to meet to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is required to see, be mobile, and have the ability for 2-way communication with the public and staff.

The work environment is an indoor, climate-controlled office environment comprised of cubicles, walled-offices, and group conference rooms. The noise level in the office environment is usually low. There are no protective devices necessary to be worn or utilized in the office work environment. Minimal travel is required.

- This job description is a descriptive list of the responsibilities and qualifications associated with this position and are not intended to be all inclusive. Employees are expected to also perform other business-related duties as assigned by the supervisor or other management.
- The organization reserves the right to change, modify, or reassign job responsibilities, duties, and scheduled work hours as per business needs.