



JOB TITLE: Sales and Tourism Coordinator
DEPARTMENT: External Affairs

POSITION OVERVIEW

The Sales Coordinator will support the Sales Manager and group sales team in helping to manage group, tour operator, reseller sales and related operations to ensure that they all clients receive an efficient and quality experience in planning and arranging trips to the 9/11 Memorial Museum.

ESSENTIAL FUNCTIONS

- Participate in the overall operation of the sales team.
- Operate the 9/11 Memorial Museum ticketing and data entry software.
- Assist with all ticketing requests, which include answering incoming calls to the sales line and responding to requests made through the general sales email account and FIT email account.
- Handle complaints in a polite and customer friendly manner.
- Assist with special projects in support of all 9/11 Memorial internal departments as directed.
- Assist with education workshop requests.
- As requested, attend job-specific training programs for the sales team.

OTHER RESPONSIBILITIES

- Attend trade shows and networking events as needed.
- Attend meetings when requested.
- Provide a high level of customer service in all visitor interactions.

QUALIFICATIONS/SKILLS REQUIREMENT

- Undergraduate degree preferred.
- Experience in a museum, arts/culture organization and/or non-profit agency a plus.
- Proficiency with MS Word, Excel, Outlook, and PowerPoint required.
- A good working knowledge of Microsoft Office.
- Experience with Gateway ticketing systems is beneficial.
- Customer service experience.
- Ability to recognize the importance of responsibility, authority and accountability.
- A willingness to work non-traditional hours, think independently, take initiative, and meet deadlines.



- Strong written and oral communication and mathematical skills, excellent attention to detail, exceedingly well-organized, conflict resolution ability, leadership, team-building and motivational skills, and a professional and flexible manner.
- Ability to interact well with a wide range of people and personalities of all levels within and outside the Memorial & Museum.
- 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 state the location where job posting was seen.
 - Send resume to 911mmtsjobs@911memorial.org
-
- 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.
 - This document is a communication tool and not intended as a written or implied contract of employment.

The National September 11 Memorial & Museum at the World Trade Center Foundation, Inc. is committed to workforce diversity. EEO.