

South Street Seaport Museum

Bookings Coordinator

JOB DESCRIPTION

The South Street Seaport Museum, located in lower Manhattan, connects New Yorkers and visitors with New York Harbor and its history, ecology, and culture through school and public programs on board our sailing vessels, in our galleries and print shops, and on walking tours.

We are seeking a **Bookings Coordinator** who will help us achieve our mission through clear, enthusiastic, and seamless coordination and communication between the Museum and its clients as well as among museum departments; precise attention to detail and follow-up; highly organized management of database, calendar, clients, tasks, and projects; and whole-hearted participation in our mission, in a dynamic and energetic environment with room for growth.

Reporting to Senior Director for Programs and Education, the Bookings Coordinator is responsible for full-cycle client interaction, from booking through evaluation, for K-12 Education programs, public group programs, and vessel charters.

The Bookings Coordinator will work closely with the Education Program Manager to book and coordinate Education and group programs (including K-12 school and camp visits, childrens' and adult courses, birthday parties, and others as needed), and also work with the Fleet Captain, and Director of Historic Ships, to book and coordinate vessel charters. S/he will respond to phone and digital inquiries, ensure all potential clients receive timely and accurate responses and encouraging sales and bookings, and follow up with scheduling, booking, contracting, payments, and all followup communications. S/he will manage the Group Programs database and the Groups Programs, Staffing and other relevant calendars.

Essential to this position are excellent customer service and communication skills, attention to detail and follow-up, effective time management, and a desire to contribute meaningfully to the Museum's strategic plans and overall mission.

Chief responsibilities and duties include, but are not limited to the following:

- Full cycle client interaction, from initial contact to post-trip follow-up
 - Fielding and responding to all K-12, group education, and boat charter inquiries on phone, email, and website
 - Encouraging inquiries to convert to sales through warm, enthusiastic, and knowledgeable interactions
 - Coordinating programs with Program Managers, teaching staff, and vessel operators.
 - Corresponding with clients upon booking, as the trip date approaches, and after the trip, with automated emails, individual emails, and phone calls as needed
- Track and manage all inquiries and bookings at the client level and the institution level
 - Track all inquiries for follow up and management
 - Manage all bookings on Group Education Database (Microsoft Access), and Charter Spreadsheet, including entering data, creating contracts, and recording payments
 - Keep google calendars up to date including calendar invitations

- Track missing client information or late contracts and payments, and following up promptly
- Work with Visitor Experience manager to smooth the overlap between Charters and Public Sails
- Process and record all Group Education and Charter payments, and reconcile in a deposit log using existing and developing institutional systems.
- Assist the Manager of Education and Family Programs in assigning educators to programs based on their previous work and preference, and in communicating with educators about their programs.
- Assist in the development and implementation of record-keeping and management systems
- Assist in marketing efforts including contacting of clients
- Assist in support of education programs as educators as needed, including physical program set-up and on-the-ground support on busy days.

PROFESSIONAL QUALIFICATIONS

- 2+ years experience in a coordinator role
- Bachelor's Degree or equivalent experience
- Database use skills (particularly Microsoft Access)
- Google suite expertise - particularly Calendar
- Demonstrated interest in museums, ships, history, or education
- Desired by not required
 - second language proficiency
 - database programming skills

Personal Qualifications:

- Clear communication skills on the phone, via email, and in person
- High level of organization
- Time management expertise
- An outgoing personality with skill and comfort in telephone communication
- Attention to detail and follow up
- Professional and personable demeanor
- Flexibility, adaptability, positive outlook, and team focus
- Ability to prioritize, and re-prioritize as situations change
- Must be able to climb stairs.

The South Street Seaport Museum is an Equal Opportunity Employer. The Museum is committed to fostering a collaborative and respectful work environment with a staff as diverse as New York City and our audience.

Salary in the mid-30s, commensurate with experience. This is a full-time/non-exempt position, with benefits.

To apply, send resume and cover letter to careers@seany.org with "Bookings Coordinator Job" in the subject line. Include where you saw the posting.