

Space Center Houston Group Sales and Reservations Assistant

The mission of Space Center Houston is to inspire all generations through the wonders of space exploration. We aspire to be the leading science and space learning center in the world. Owned and operated by the nonprofit Manned Space Flight Education Foundation, we are the Official Visitor Center of NASA Johnson Space Center. The center features more than 400 space artifacts, hands-on interactive educational exhibits, and robust youth programs interpreting the exciting future and remarkable past of America's human spaceflight program.

We are seeking a full-time Group Sales and Reservations Assistant to support the Group Sales and Reservations Department in the area of group sales, internal communications, information/database entry, and program development. Of equal importance will be handling incoming and outgoing calls, email, faxes and phone reservations for all types of groups. Responsibilities and qualifications are shown below:

POSITION RESPONSIBILITIES

- Handle incoming and outgoing group calls, orders and reservations, insuring timely and accurate ticket processing and delivery to our internal and external customers.
- Establish and maintain client relationships by making outbound phone calls to past and prospective clients.
- Meet or exceed weekly touchpoint and sales goals.
- Participate and contribute to weekly sales meetings and training sessions.
- Work with related departments to promote and generate sales on all events and programs while improving customer experience.
- Display high level of integrity, positivity and accountability in all aspects of the job.
- Serve as receptionist as needed.
- Input and maintain reservations database.
- Perform departmental clerical duties including typing and mailing of correspondence, developing and maintaining an easily accessible filing system, and communicating information about our programs and events.
- Sell and process special tours and tickets such as, VIP Tours, private tram and other special programs and tickets for groups and events as needed.
- Sell group and special value programs such as meal options and additional programs to groups when planning their visit.
- Perform offices duties such as opening and closing tasks and special projects.
- Run daily reports and distribute them to appropriate departments.
- Work closely with Cash Control on the proper handling of cash drawers.
- Work closely with Reservations Supervisor to provide excellent customer service by staying knowledgeable of programs and program changes.
- Other duties and special projects as assigned.

POSITION QUALIFICATIONS

- Minimum two years customer services experience.
- Minimum two years sales experience preferred.
- Bachelor's degree preferred.
- A desire to help set the standard for client experience and retention.

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Manned Space Flight Education Foundation
Houston, Texas
October 13, 2017



- Willingness to take initiative and ownership of projects.
- Excellent oral and written communication, customer service and problem solving skills.
- Previous experience working in a call center, sales center and/or handling heavy volume calls preferred.
- Demonstrate a proven track record in group sales and building quality relationships preferred.
- Working knowledge of Microsoft Word, Excel, and Gateway software experience preferred.
- Must be able to multi-task.
- Ability to deal with clients over the phone in a professional manner required.
- Must contribute to a positive workplace environment by demonstrating superior customer service skills in dealing with internal and external customers, promoting a positive image of Space Center Houston and presenting a courteous and professional manner at all times.
- Must be detail oriented and organized with the ability to enter accurate and complete data.
- Must be available to work a flexible work schedule including 8AM-5PM Monday-Friday and some Saturdays and some holidays.
- Bilingual preferred.

Space Center Houston is an equal opportunity employer and earned 2016 Houston Chronicle Top Workplaces honors in an anonymous survey of its employees. It has a diverse and inclusive work culture with a creative, fun and collaborative environment.

To apply: Send resume and completed application to careers@spacecenter.org. Access the application by clicking [here](#). Save the blank application to your computer first, then complete the application. For more information, contact the Human Resources Department at (281) 244-2150 or visit our website at www.spacecenter.org/careers.

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