

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 areas of group sales, internal communications, database maintenance and program development. Of equal importance will be handling incoming and outgoing calls, email, and phone reservations for a wide range of groups. Responsibilities and qualifications are shown below:

POSITION RESPONSIBILITIES

- Handle incoming and outgoing group calls, orders and reservations, ensuring timely and accurate ticket processing and delivery to internal and external customers.
- Establish and maintain customer relationships by initiating outbound phone calls to past and prospective clients.
- Meet or exceed weekly touchpoint and sales goals.
- Work with internal departments to promote and generate sales on all events and programs.
- Maintain reservations database.
- Sell and process special tours and tickets such as private tours and other special programs and tickets for groups and events.
- Perform departmental clerical duties including correspondence, developing and maintaining an easily accessible filing system and communicating information about programs and events.
- Work closely with Cash Control on the proper handling of cash drawers.
- Perform receptionist duties as needed.
- Participate in and contribute to weekly sales meetings and training sessions.
- Other duties and special projects as assigned.

POSITION QUALIFICATIONS

- Minimum two years customer service experience.
- Minimum two years sales experience preferred.
- Previous experience working in a call center, sales center and/or handling heavy volume calls preferred.
- Excellent interpersonal skills with the ability to provide a consistently high level of customer service.
- The ability and desire to generate sales.
- Willingness to take initiative and ownership of projects.
- A high level of integrity and accountability.
- Excellent oral and written communication skills. Strong problem solving skills with the ability to multi-task.

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Manned Space Flight Education Foundation
Houston, Texas
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- Must contribute to a positive workplace environment by demonstrating superior customer service skills in serving 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.
- Strong skills in Microsoft Office suite with the aptitude and ability to learn new software programs. Gateway software experience preferred.
- Must be available to work a flexible work schedule including 8AM-5PM Monday-Friday and some weekends and holidays as scheduled.
- Bilingual skills strongly preferred.

Space Center Houston is an equal opportunity employer. It has a diverse and inclusive work culture with a creative, fun and collaborative environment.

To apply: Please email [completed application](#) and resume to careers@spacecenter.org. 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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