



RESERVATIONS COORDINATOR

FLSA Classification: Full-Time, Non-exempt

The Country Music Hall of Fame® and Museum Department of Museum Sales & Guest Relations

Applications are accepted electronically HResources@countrymusichalloffame.org

The Country Music Hall of Fame® and Museum has an opening for a full-time non-exempt Reservations Coordinator in the Museum Sales and Guest Relations Department

Company Overview: The Country Music Hall of Fame® and Museum seeks to collect, preserve, and interpret the evolving history and traditions of country music. Through exhibits, publications, and educational programs, the museum teaches its diverse audiences about the enduring beauty and cultural importance of country music.

Job Overview: The Reservations area is a key part of the Museum Sales and Guest Relations department which is responsible for admission sales and revenue for the Museum, Hatch Show Print Tours, Historic RCA Studio B Tours, and other publicly ticketed events or programs. It manages staff that impacts the guest experience, such as but not limited to box office sales, Information Desk, Membership Desk, greeters, tour guides, reservationists and ushers.

Reporting to the Reservations Manager, this entry-level management position will help support all aspects of reservations for, but not limited to, phone sales, online, programs, publicly ticketed events, special events in both leading up to and executing day-of needs all while providing excellent customer service.

The candidate must possess quality customer service and strong written and verbal communication skills while having a “can do” attitude. Need to be very detailed oriented and have exemplary organizational skills with the ability to multi-task and work well under time constraints while meeting multiple deadlines. Needs to be a team player with the instinct to go the extra mile. Must be able to anticipate needs and take initiative to solve problems without a lot of direction. Must be able to motivate and manage staff spread across various areas during events.

Specific Job Duties:

- Maintain Tessitura ticketing database as it pertains to daily walk up sales, pricing accuracy, and systematic functionality.
- Ensure website is accurate and up to date. Work with Marketing and Website departments to make modifications when applicable.
- Assist with building new events and seasons in Tessitura
- Maintain coupon and discount Reports.
- Create and print vouchers for Marketing, Event, and Sponsorship departments.



- Communicate changes and updates to frontline operations regarding vouchers, marketing promotions and any other special instructions to the Guest Relations department.
- Assist with auditing ticketing orders. Reconcile with accounting and make adjustments as needed.
- Manage the standard operating procedure for Museum blackout dates: change phone greeting, adjust in-house and online sales activity, and notify third-party affiliates.
- Organize sales contracts from clients. Ensure the pricing lists are up to date and accurate in the ticketing system.
- Manage day of event operations for special events: print tickets, organize will call, manage ushers and front-of-house staff, volunteers and other front of house staff in order to successfully execute the event.
- Manage Box Office during Theater events. Main point of contact for ticketing and scanning issues.
- Step in as acting Reservation Manager on days they are not in the office in order to have 7 days a week coverage.
- Coordinate reservations for programming during the week and on weekends. Deliver excellent customer service to Museum members and the general public.
- Provide backup support to the Reservations team during the day to day operations. Answering phones, entering orders, rolling calls.
- Help identify and improve best practices as it pertains to ticketing, reservations, and frontline activities.
- Update Tessitura box office training documents.
- Communicate efficiently across multiple platforms.
- Answer guest inquiries (CSIs, TripAdvisor, VME, and Expedia).
- Support other areas of the Museum Sales and Guest Relations Dept. as needed.
- Complete other duties as assigned.

Minimum Qualifications:

- **Documented experience with Microsoft Office Products**
- **2 years sales experience**
- **2 years of customer service or ticketing experience**

Preferred Qualifications:

- **Tessitura or other ticketing software experience**

Essential Competencies (Knowledge, Skills and abilities needed for success in the position):

- **Ability to stand for several hours at a time**

Conditions of Employment:

- **Available to work flexible shifts including evenings, weekends, and holidays**