



## **RESERVATIONS SPECIALIST (Part-Time, Non-exempt) MUSEUM SALES AND GUEST RELATIONS**

**JOB DESCRIPTION:** As a Reservations Specialist, you are the first person that our guests interact with on the phone. It is up to you to provide a prompt and friendly greeting, while assisting guests with a wide range of needs. This position reports to the Reservations Manager. Saturday and Sunday schedule is required.

### **ESSENTIAL JOB RESPONSIBILITIES:**

- Maintain institutional and departmental standards while assisting guests with current knowledge of Museum products, programs, membership, exhibits, etc.
- Assist guests with phone/online reservations and billing processes for admission packages, group tours, programs, memberships, events, and any other ticketing and/or service needs.
- Proactively sell/up-sell products to provide the best experience for our guests and maximize revenue.
- Understand the internal phone transfer process and departmental structure to efficiently direct incoming calls
- Operate multiple software systems (Microsoft Office, Tessitura, EMS, etc). The necessary training will be provided.
- Support other areas of the Museum Sales and Guest Relations Dept. as needed.
- Complete other duties as assigned.

### **JOB QUALIFICATIONS & SKILLS:**

- At least 2 years of customer service or hospitality experience
- At least 2 years of college level coursework
- Knowledge of sales tactics and proactive up-sells strategies
- Ability to multitask, pay strict attention to detail, and think creatively and analytically
- Available to work varied shifts including evenings, weekends and holidays
- Must have outstanding communication skills (both written and verbal)
- Knowledge of Nashville tourism highlights as well as country music history preferred
- Saturday and Sunday schedule required

### **Additional Information:**

The Country Music Foundation is drug free workplace and an Equal Opportunity employer that welcomes diversity and encourages all qualified applicants to apply for open positions. All offers of employment are subjected to and contingent upon the successful completion of background check and employment verification including E-verify processes.

To apply for this position, please send resume, cover letter, salary requirements, and 3 reference contacts to [hresources@countrymusichalloffame.org](mailto:hresources@countrymusichalloffame.org)

**No phone calls please.**