

Arizona Science Center Job Description

Job Title: Group Sales Associate
Department: Marketing and Sales
Grade: 4
Reports To: Group Sales Manager

SUMMARY

Are you highly persuasive and passionate about exceeding the expectations of others? Do you enjoy making sales and meeting goals? Do you want to leverage your customer service skills to make a difference in the community? The Group Sales Associate is responsible for helping delivering the group sales plan for Arizona Science Center, including school field trips, corporate and community groups.

EQUAL EMPLOYMENT OPPORTUNITY

Arizona Science Center maintains a strong policy of equal employment opportunity for all employees and applicants. We recruit, hire, train, promote, compensate, and dismiss employees on the basis of such factors as experience, character, ability and skill, without regard to race, color, religion, sex, sexual orientation, national origin or heritage, age, marital or veteran status, disability, citizenship, or any other status protected by federal, state or local law.

ACCOMMODATIONS

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Together with Group Sales Manager, responsible for delivering the monthly and annual group sales plan, including school field trips, corporate and community groups. Accustomed to generated leads and nurturing them via persistent follow up.
- Uses strong command of the Science Center's attractions, including planetarium, giant screen theater, traveling exhibition and SkyCycle, to maximize revenue per visit.
- Delivers exceptional customer service in person and via phone throughout the sales process from initial contact to order confirmation through visit.
- Serves as a key point person for field trips and other group visits, from arrival to departure. Welcomes buses, processes tickets and secures feedback post visit.
- Coordinates scheduling with all affected departments and relays information cross-departmentally.
- Masters our Tessitura ticketing system and uses it to efficiently book new groups.
- Meticulous with follow up communications. Write clearly and persuasively.
- Invoices groups in a timely basis and enters payments.
- Schedules and processes payments for camps, science on wheels and other educational programs.
- Emails approval correspondence to awarded Fun-A-Bus recipients.

SUPERVISORY RESPONSIBILITIES No staff supervisory responsibilities.

QUALIFICATIONS To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE High School Diploma and minimum of two years related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Must have a technical aptitude with reporting, previous spreadsheet and software usage.

REASONING ABILITY Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision.

This job also requires the use of a computer which will be placed somewhere in the employee's workspace. The employee must have the necessary keyboard and computer mouse skills as well as the ability to read a color monitor.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually moderate.

OTHER QUALIFICATIONS Organized and efficient. Must be able to maintain complete and accurate records. Excellent attention to detail. Excellent interpersonal skills. Experience working in a multi level organization. Must be able to work as a team player across departments and all positions that are customer facing.

TO APPLY

Please submit resume and cover letter to Human Resources at hr@azscience.org using subject line Last Name, First Name _ Group Sales Associate. No phone calls please.